Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
050014	SUTTER AMADOR HOSPITAL	200 MISSION BLVD
050336	LODI MEMORIAL HOSPITAL	975 S FAIRMONT AVENUE
050167	SAN JOAQUIN GENERAL HOSPITAL	500 W HOSPITAL ROAD
050557	MEMORIAL MEDICAL CENTER	1700 COFFEE RD
050335	SONORA REGIONAL MEDICAL CENTER	1000 GREENLEY ROAD
050444	MERCY MEDICAL CENTER	333 MERCY AVENUE
050726	STANISLAUS SURGICAL HOSPITAL	1421 OAKDALE ROAD
050464	DOCTORS MEDICAL CENTER	1441 FLORIDA AVENUE
050179	EMANUEL MEDICAL CENTER INC	825 DELBON AVE
050118	DOCTORS HOSPITAL OF MANTECA	1205 E NORTH ST
050748	KAISER FOUNDATION HOSPITAL MANTECA	1777 WEST YOSEMITE AVE
050528	MEMORIAL HOSPITAL LOS BANOS	520 WEST I ST
050313	SUTTER TRACY COMMUNITY HOSPITAL	1420 N TRACY BLVD
050067	OAK VALLEY DISTRICT HOSPITAL	350 S OAK AVE
050084	ST JOSEPHS MED CENTER OF STOCKTON	1800 N CALIFORNIA ST
050122	DAMERON HOSPITAL	525 WEST ACACIA STREET

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Address 2	Address 3	City	State
		JACKSON	CA
		LODI	CA
		FRENCH CAMP	CA
		MODESTO	CA
		SONORA	CA
		MERCED	CA
		MODESTO	CA
		MODESTO	CA
		TURLOCK	CA
		MANTECA	CA
		MANTECA	CA
		LOS BANOS	CA
		TRACY	CA
		OAKDALE	CA
		STOCKTON	CA
		STOCKTON	CA

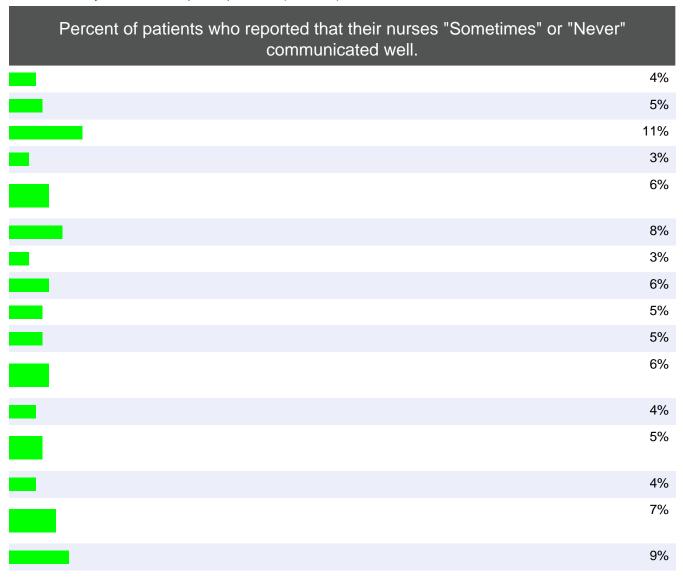
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Education Carvey of Fationic Prospital Exponences (Floritin C)			
	ZIP Code	County Name	Phone Number
95642		AMADOR	2092237500
95240		SAN JOAQUIN	2093343411
95231		SAN JOAQUIN	2094686000
95355		STANISLAUS	2095264500
95370		TUOLUMNE	2095323161
95340		MERCED	2095645000
95355		STANISLAUS	2095722700
95350		STANISLAUS	2095781211
95382		STANISLAUS	2096674200
95336		SAN JOAQUIN	2098233111
95337		SAN JOAQUIN	2098253700
93635		MERCED	2098260591
95376		SAN JOAQUIN	2098351500
95361		STANISLAUS	2098473011
95204		SAN JOAQUIN	2099432000
95203		SAN JOAQUIN	2099445550

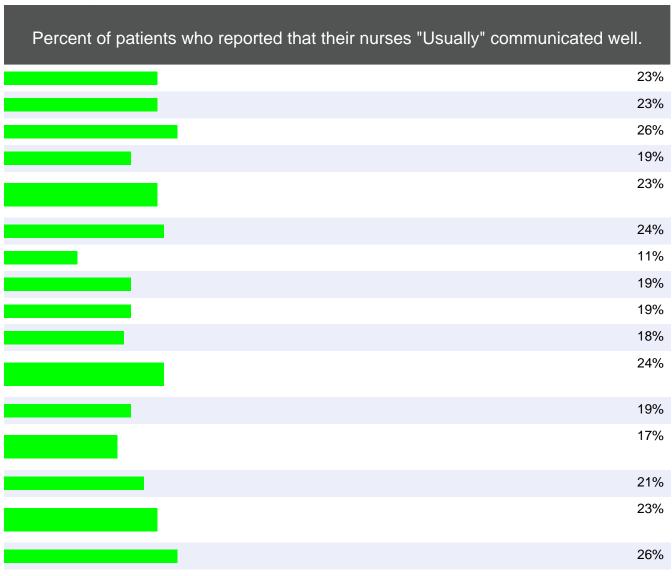
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



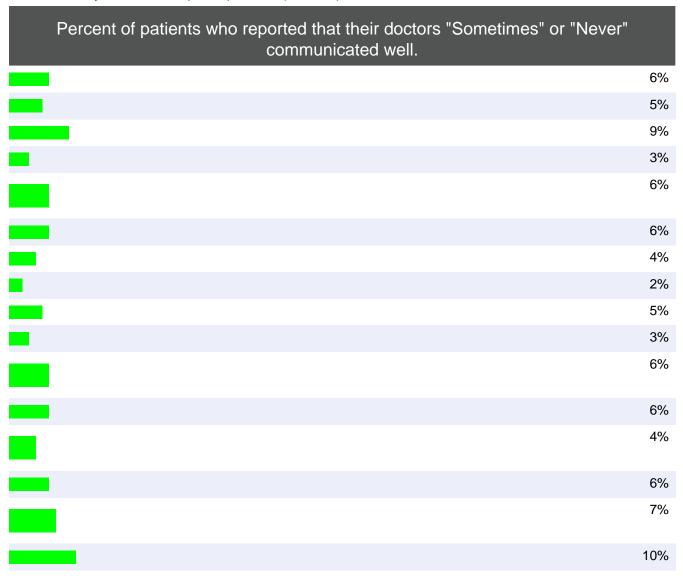
Page 5 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



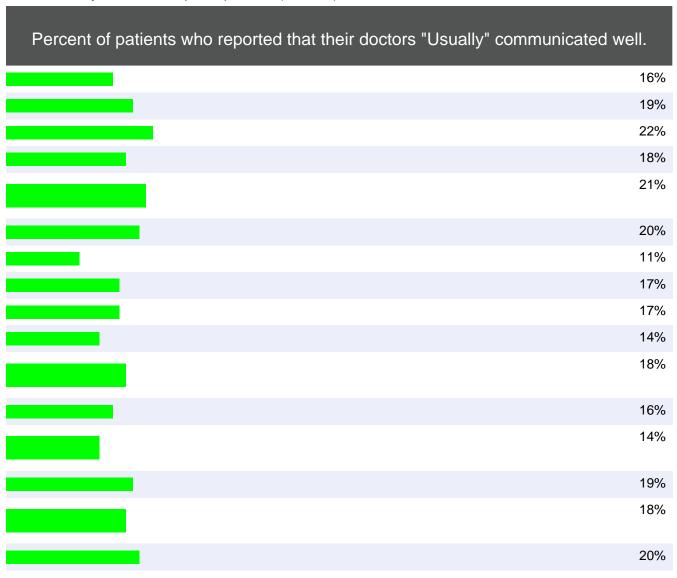
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



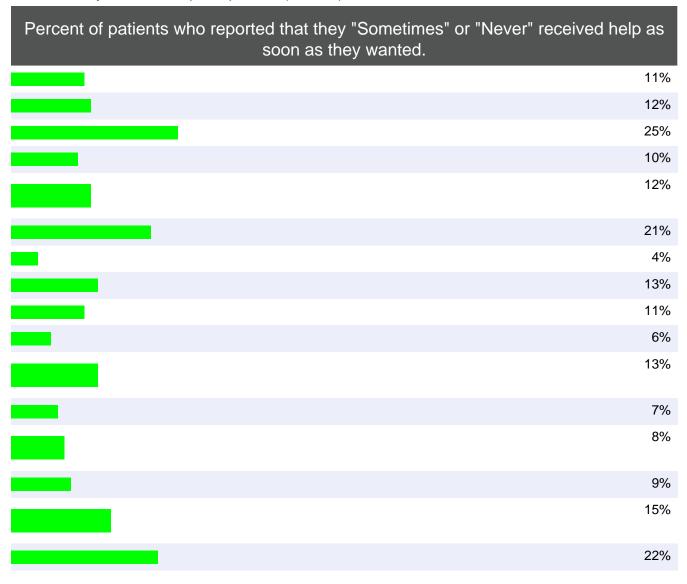
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



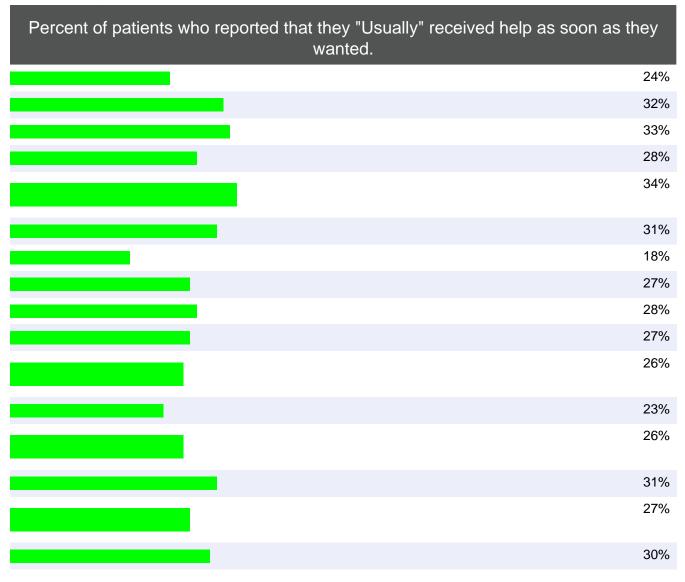
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



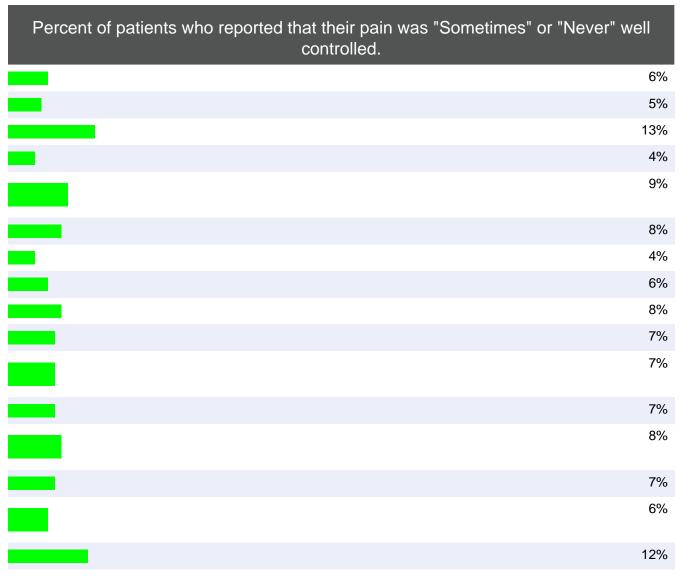
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



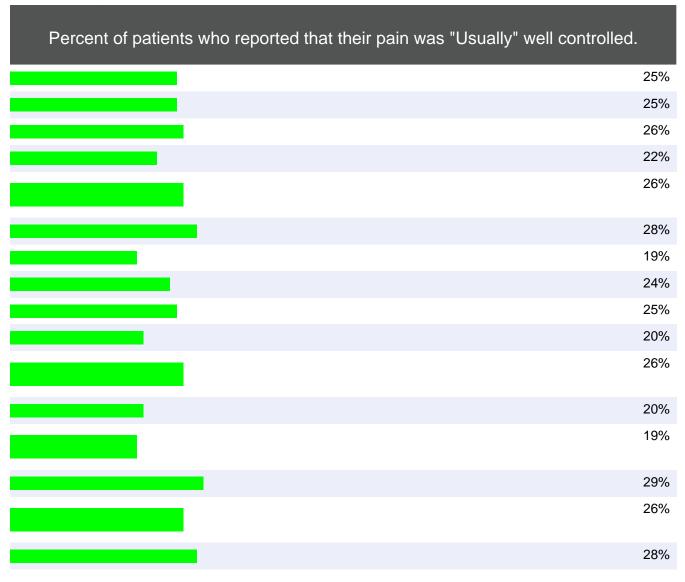
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



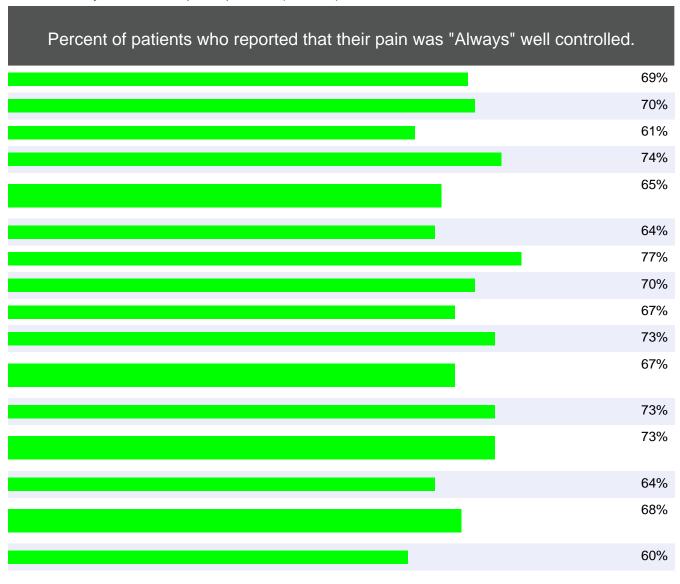
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



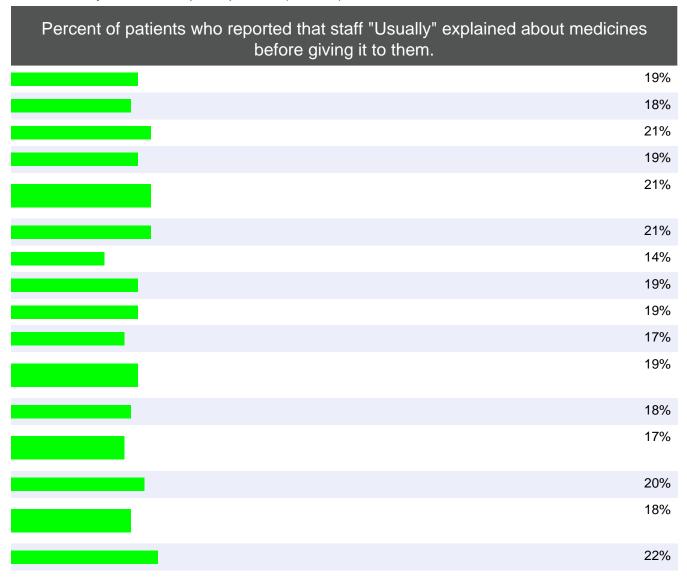
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



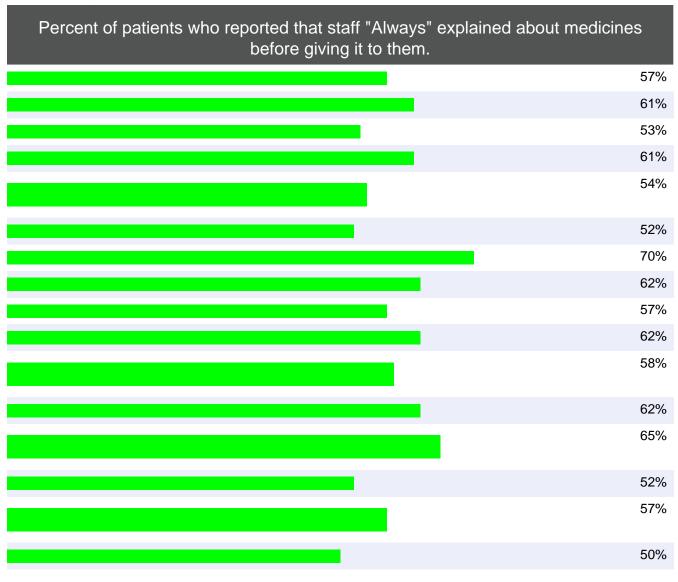
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



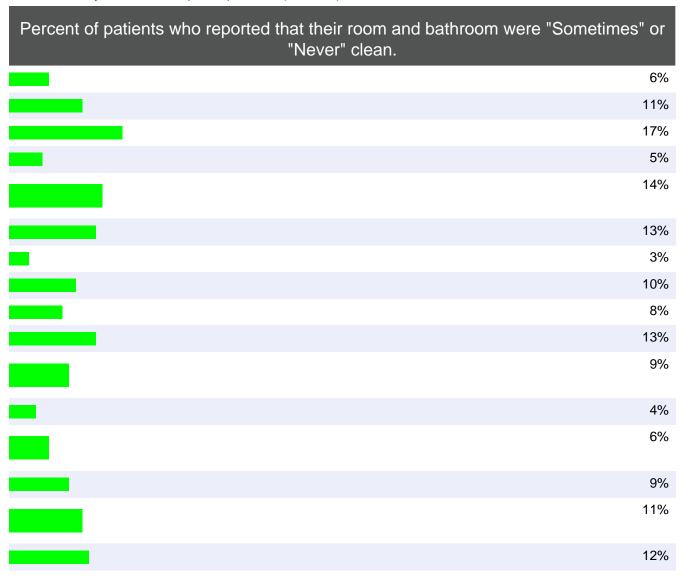
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



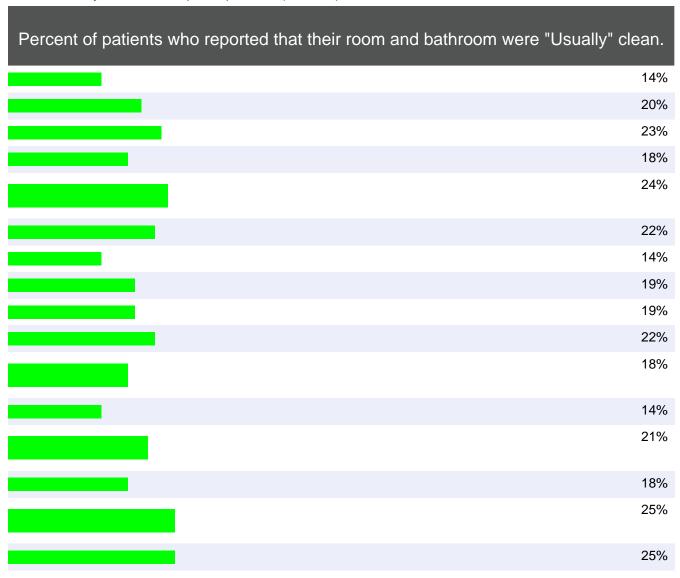
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



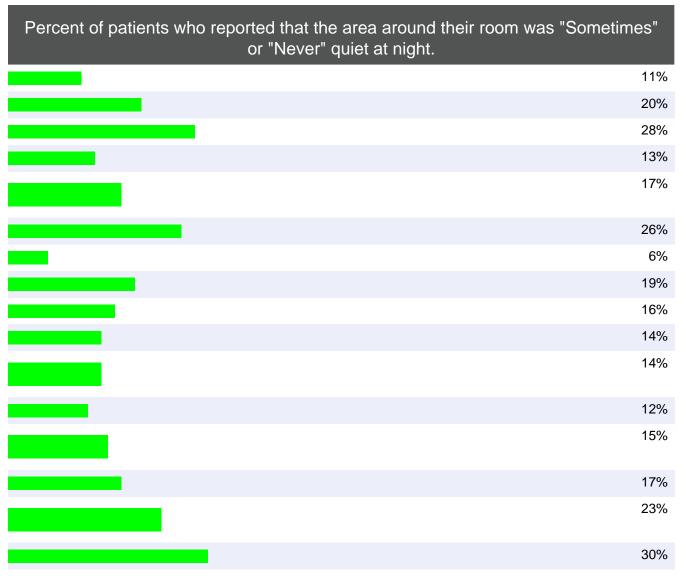
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



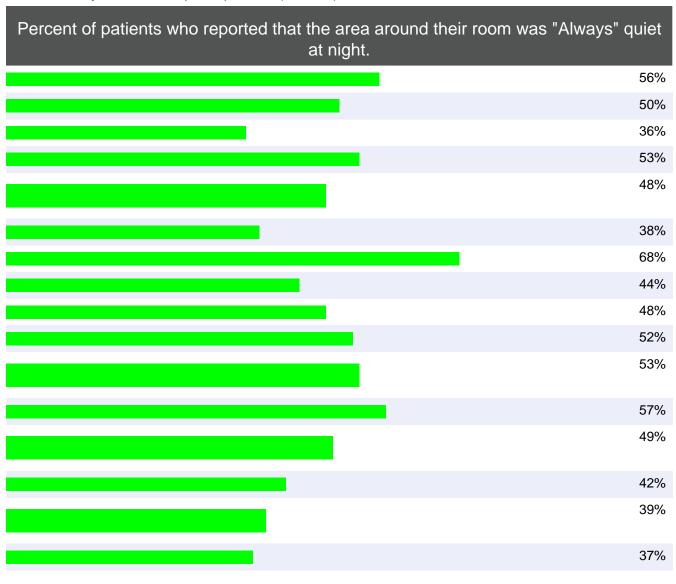
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



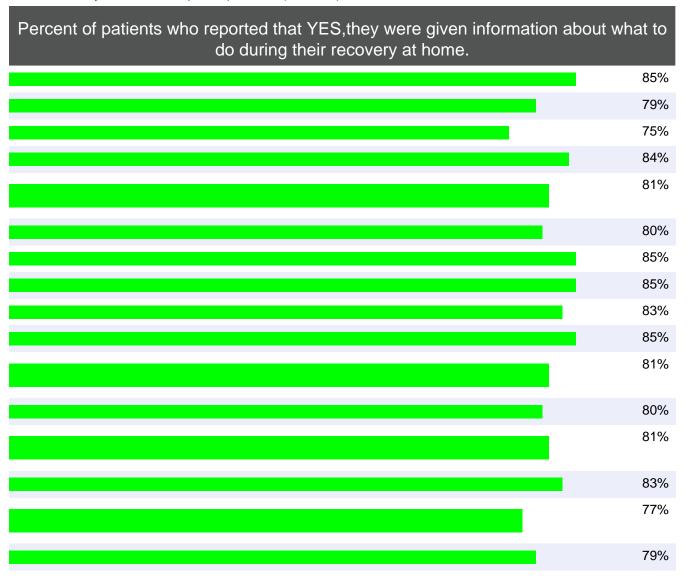
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



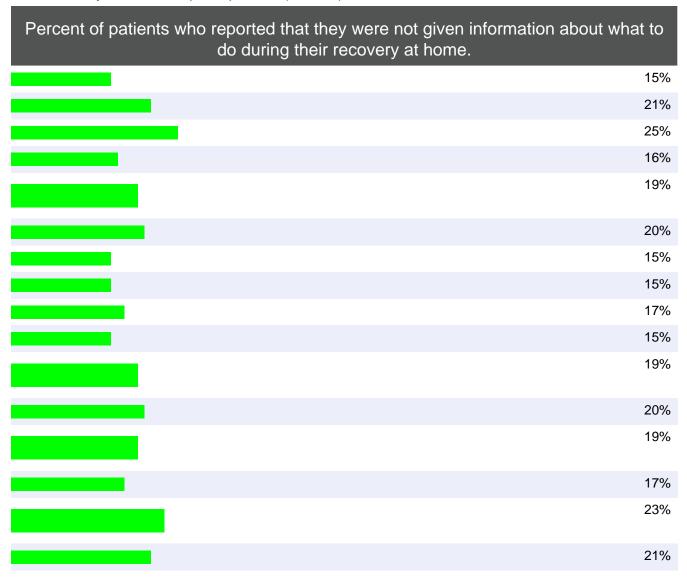
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



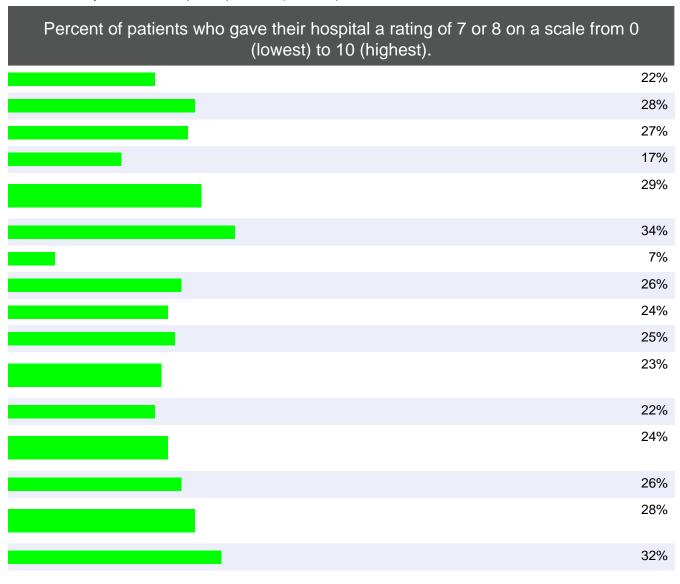
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



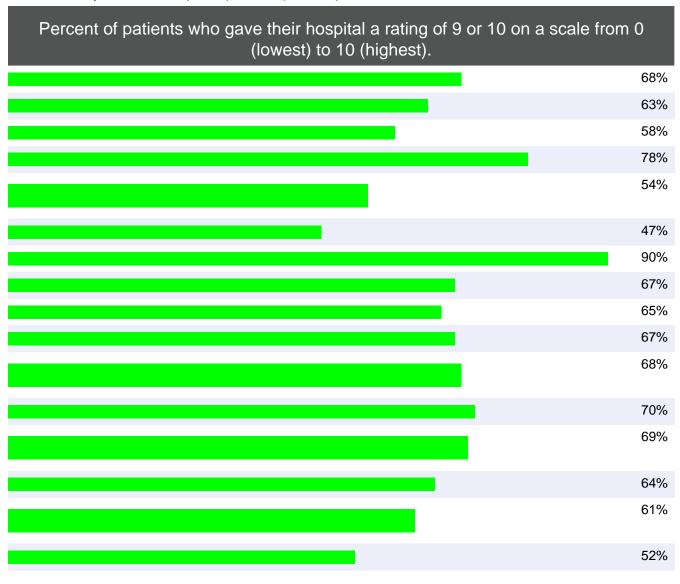
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



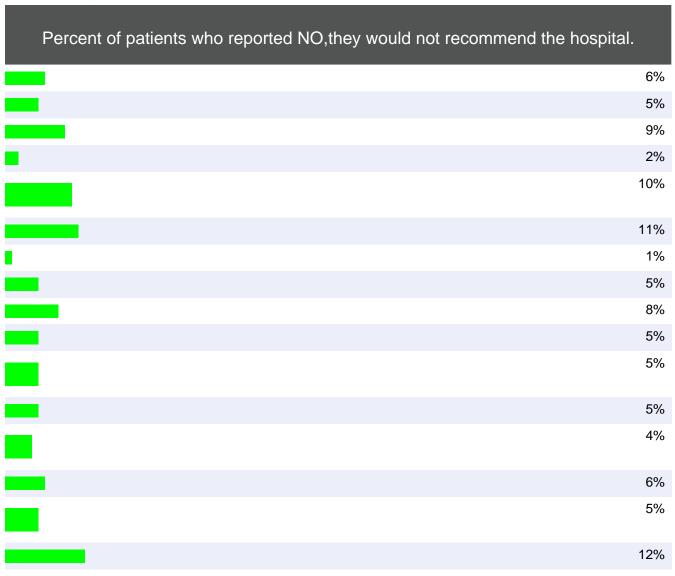
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	The Propriet Experiences (Fertili S)
	Number of Completed Surveys
300 or more	
Between 100 and	299
300 or more	
300 or more	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent	Survey Footnote
	32%
	34%
	25%
	30%
	40%
	23%
	58%
	43%
	27%
	37%
	32%
	26%
	26%
	23%
	27%
	25%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

		`	,
Hospita	l Footnote		

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

051304	JOHN C FREMONT HEALTHCARE DISTRICT	5189 HOSPITAL ROAD
050111	TEMPLE COMMUNITY HOSPITAL	235 N HOOVER ST
050063	HOLLYWOOD PRESBYTERIAN MEDICAL CENTER	1300 N VERMONT AVE
050502	SAINT VINCENT MEDICAL CENTER	2131 W 3RD ST
050018	PACIFIC ALLIANCE MEDICAL CENTER	531 W COLLEGE ST
050149	CALIFORNIA HOSPITAL MEDICAL CENTER LA	1401 SOUTH GRAND AVENUE
050561	KAISER FOUNDATION HOSPITAL - WEST LA	6041 CADILLAC AVE
050471	GOOD SAMARITAN HOSPITAL	1225 WILSHIRE BOULEVARD
050763	SILVER LAKE MEDICAL CENTER	1711 WEST TEMPLE STREET
050376	LAC/HARBOR-UCLA MED CENTER	1000 W CARSON ST
050112	SANTA MONICA - UCLA MED CTR & ORTHOPAEDIC HOSPITAL	1250 16TH STREET
050351	TORRANCE MEMORIAL MEDICAL CENTER	3330 LOMITA BLVD
050625	CEDARS-SINAI MEDICAL CENTER	8700 BEVERLY BLVD
051307	CATALINA ISLAND MEDICAL CENTER	100 FALLS CANYON ROAD
050411	KAISER FOUNDATION HOSPITAL - HARBOR CITY	25825 SOUTH VERMONT AVENUE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

MARIPOSA	CA
LOS ANGELES	CA
TORRANCE	CA
SANTA MONICA	CA
TORRANCE	CA
LOS ANGELES	CA
AVALON	CA
HARBOR CITY	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

95338	MARIPOSA	2099663631
90004	LOS ANGELES	2133827252
90028	LOS ANGELES	2134133000
90057	LOS ANGELES	2134847111
90012	LOS ANGELES	2136248411
90015	LOS ANGELES	2137482411
90034	LOS ANGELES	2138572201
90017	LOS ANGELES	2139772121
90026	LOS ANGELES	2139896123
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90048	LOS ANGELES	3104235000
90704	LOS ANGELES	3105100700
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

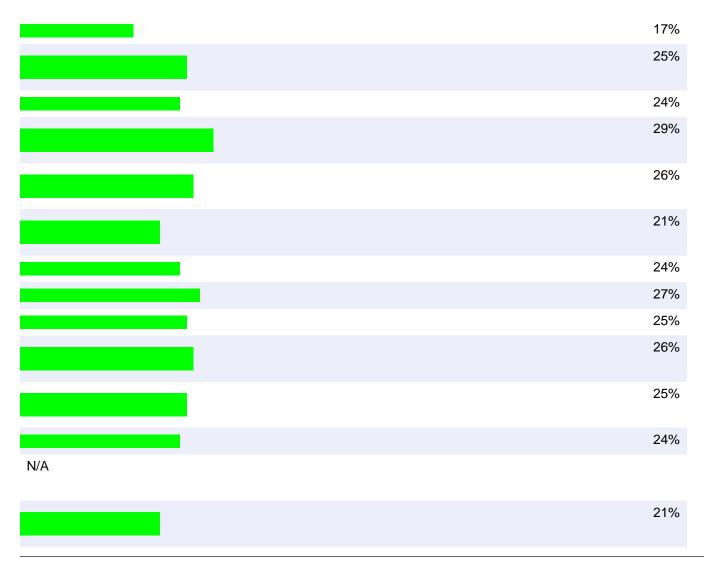
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

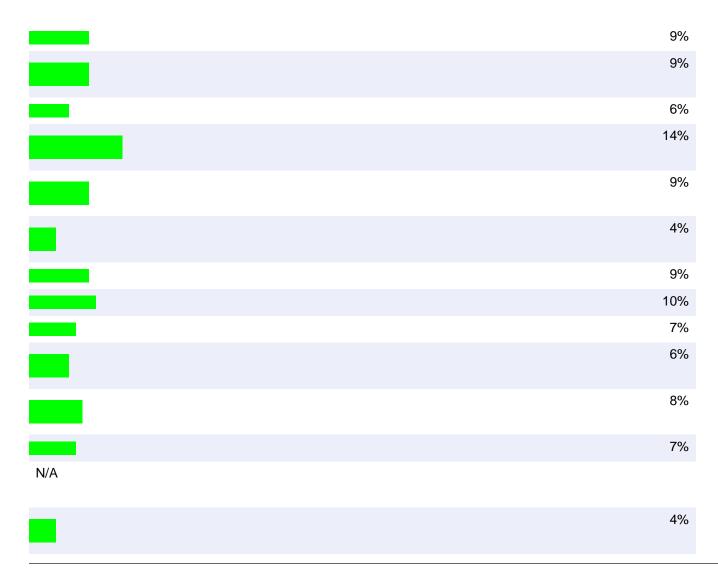
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

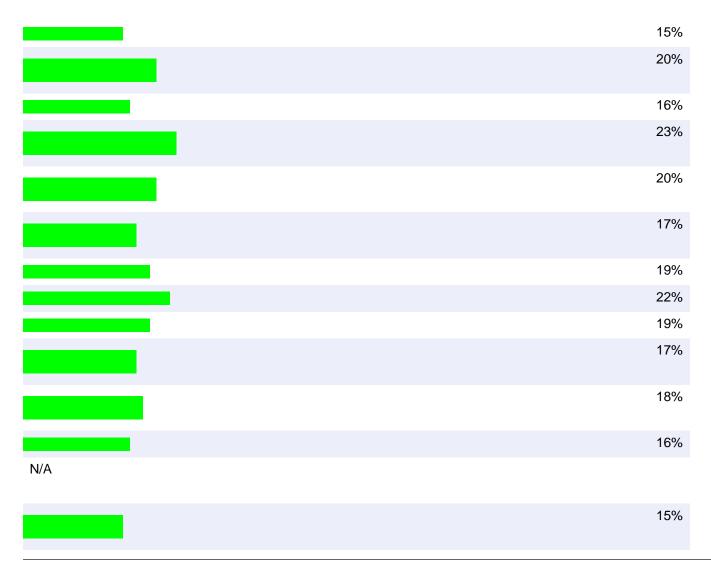
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

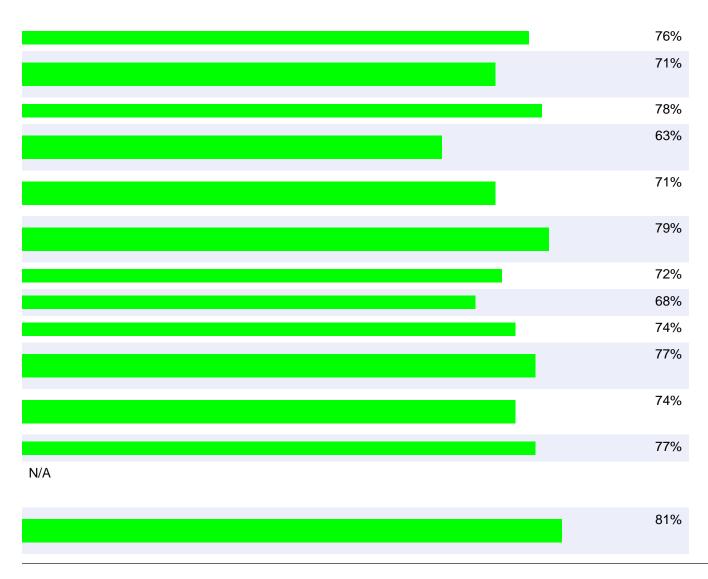
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

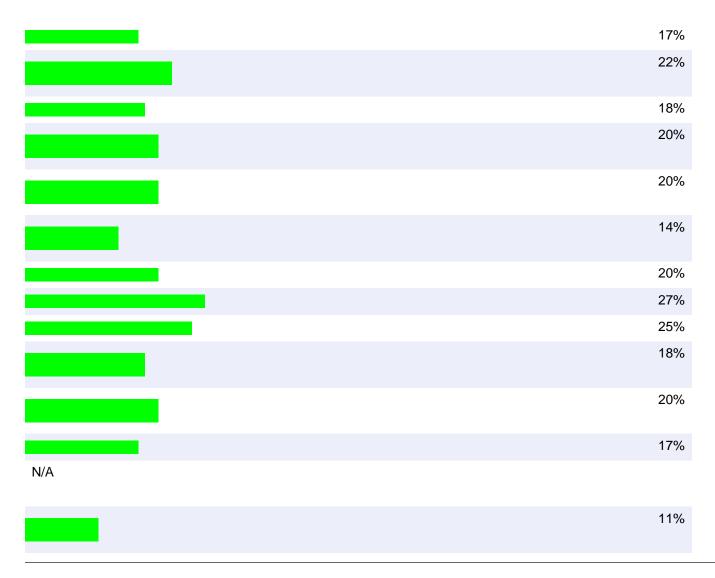
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

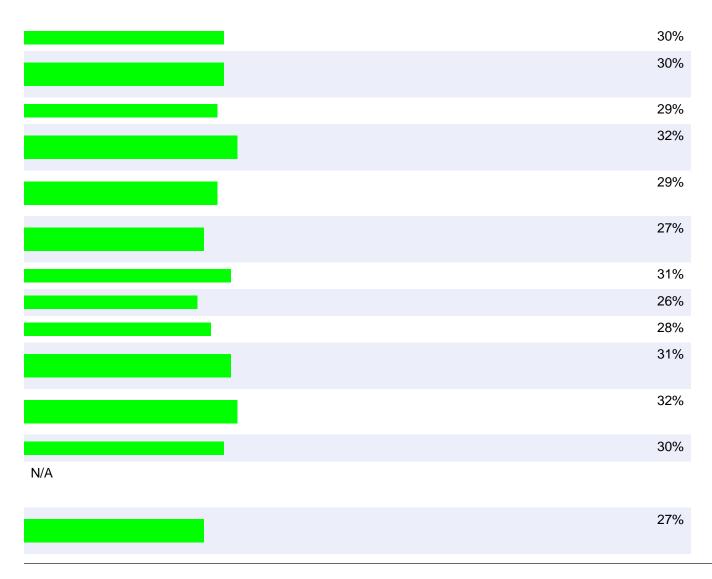
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

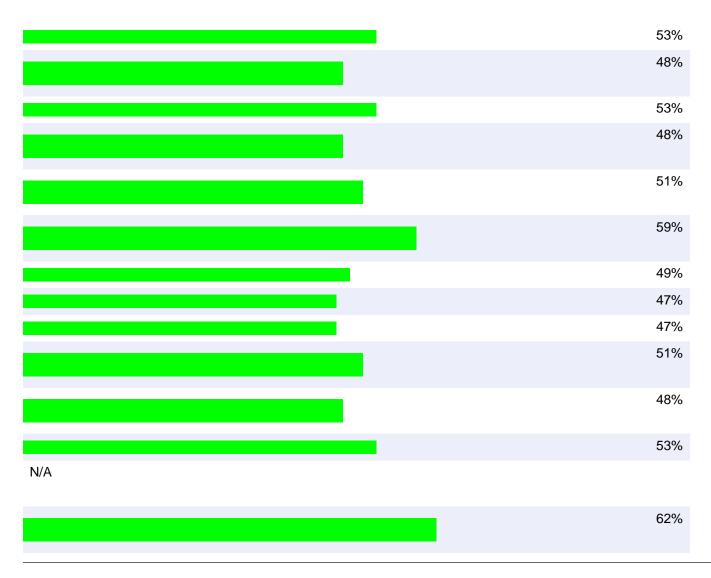
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

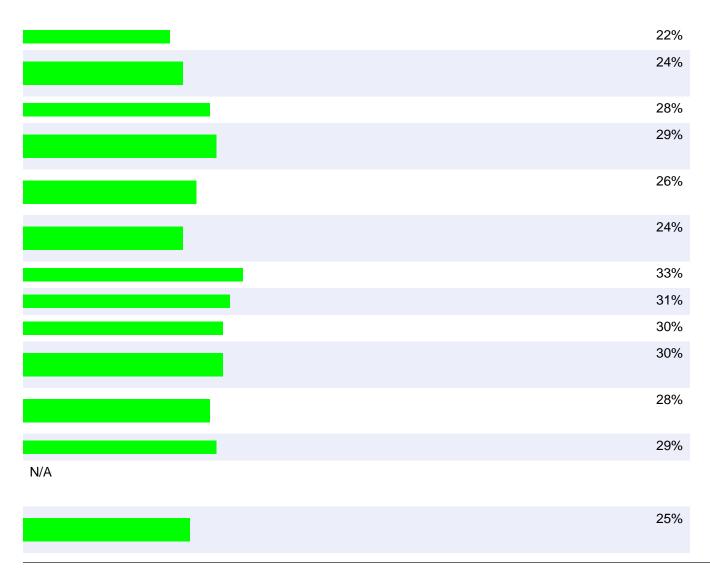
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

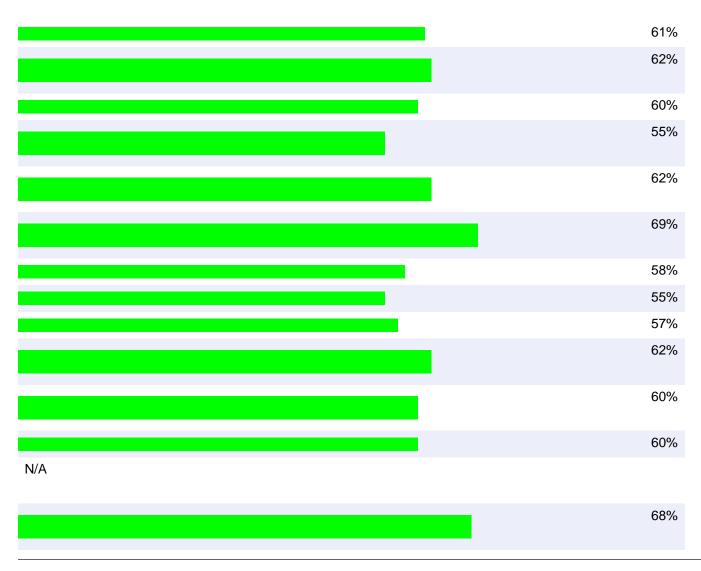
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

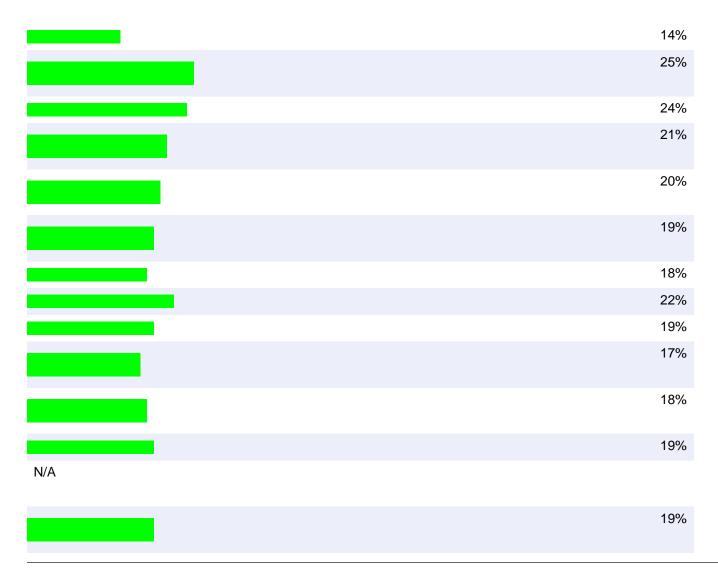
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

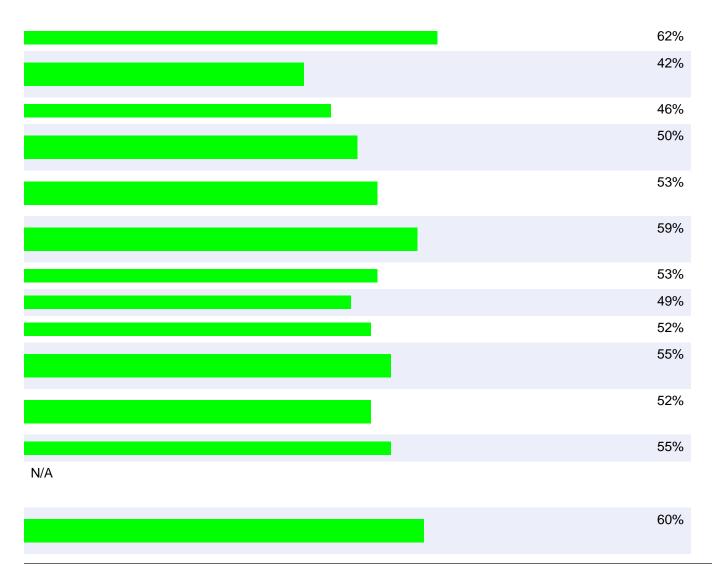
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

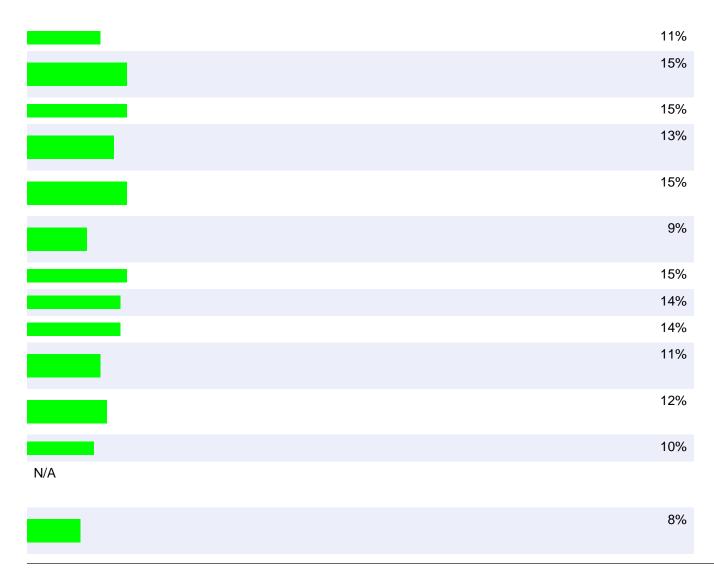
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

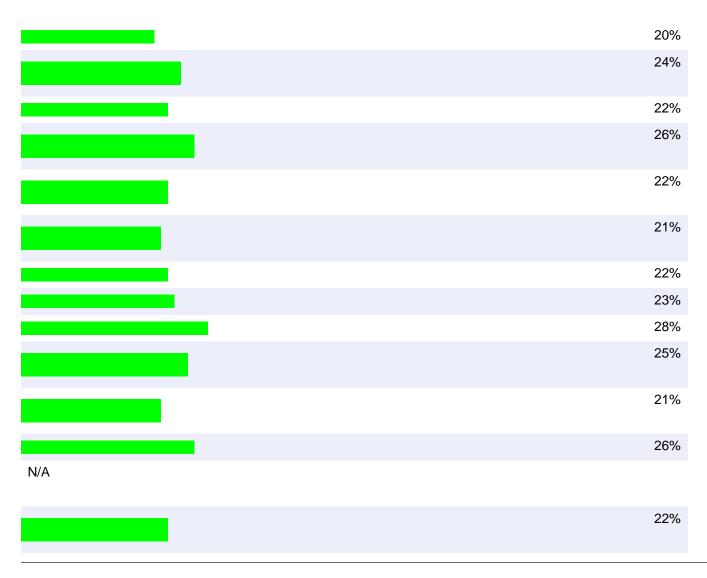
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

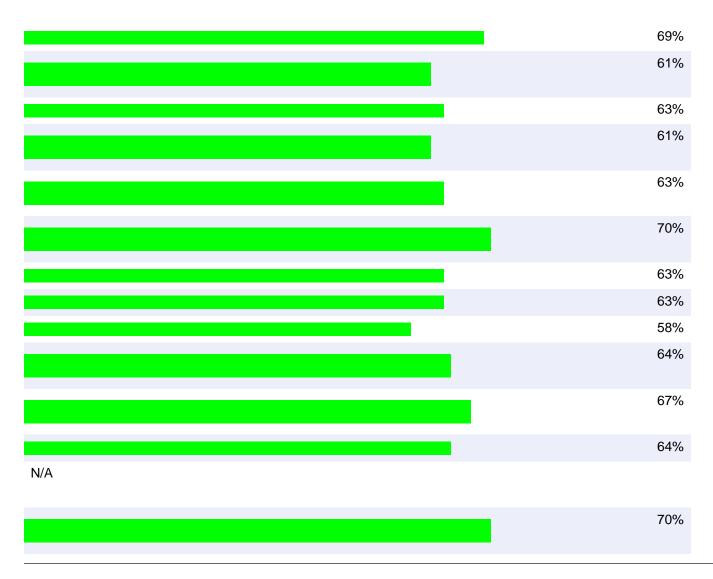
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

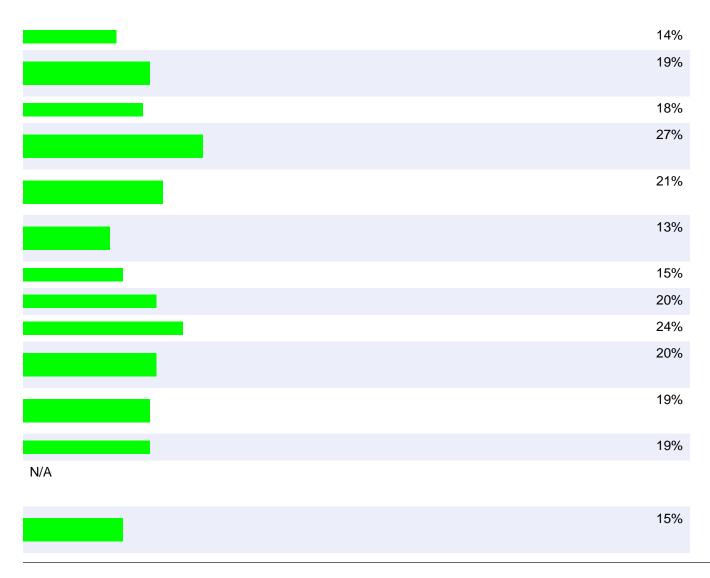
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

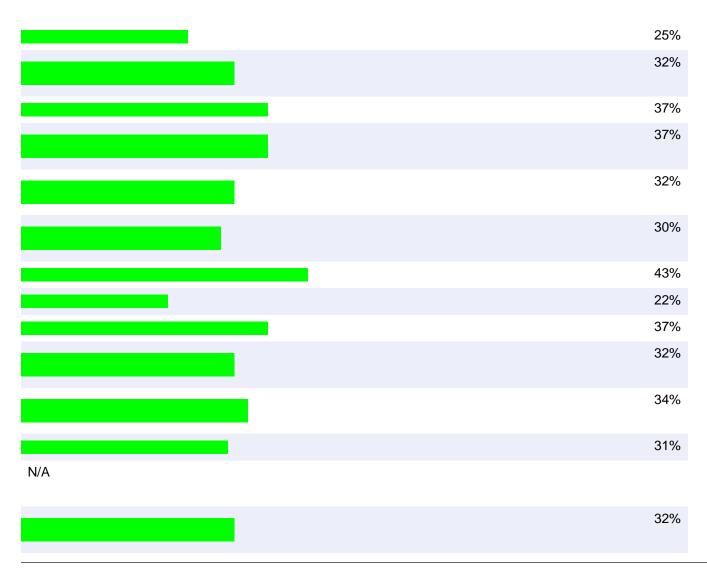
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

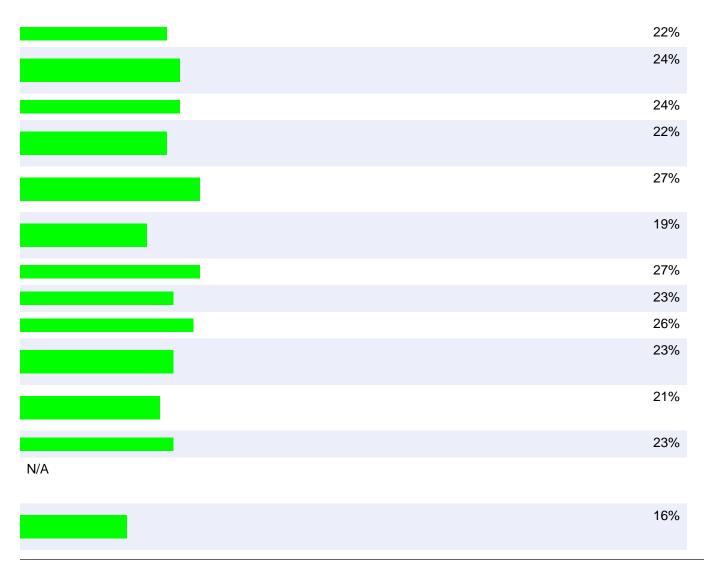
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

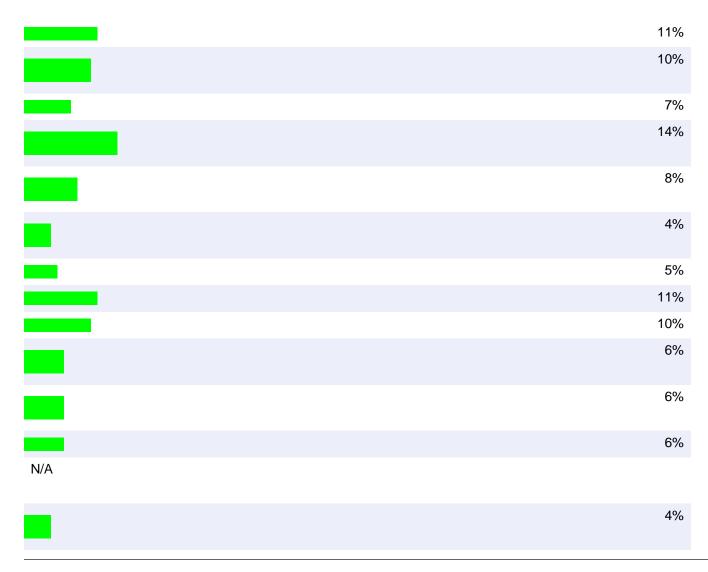
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

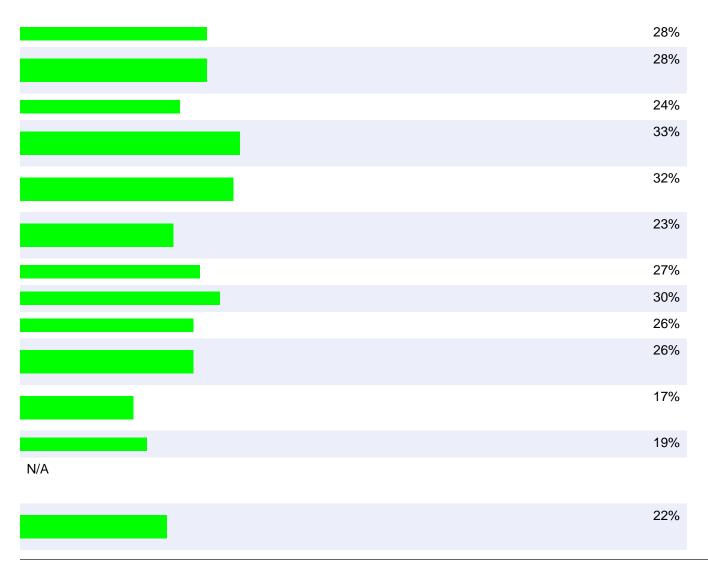
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A

Between 100 and 299
300 or more
Between 100 and 299
300 or more
N/A
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	Survey results are not available for this
	reporting period
	8%
	18% There were discrepancies in the data collection process
	25%
	17%
	16%
	30%
	27%
	12%
	23%
	26%
	38%
	30%
N/A	Survey results are not available for this reporting period
	31%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

050468	MEMORIAL HOSPITAL OF GARDENA	1145 W REDONDO BEACH BLVD
050353	PROVIDENCE LITTLE COMPANY OF MARY MED CTR TORRANCE	4101 TORRANCE BLVD
050742	OLYMPIA MEDICAL CENTER	5900 WEST OLYMPIC BOULEVARD
050739	CENTINELA HOSPITAL MEDICAL CENTER	555 EAST HARDY STREET
050740	MARINA DEL REY HOSPITAL	4650 LINCOLN BLVD
050262	RONALD REAGAN UCLA MEDICAL CENTER	757 WESTWOOD PLAZA
050290	SAINT JOHN'S HEALTH CENTER	2121 SANTA MONICA BLVD
050078	PROVIDENCE LITTLE CO OF MARY MED CTR SAN PEDRO	1300 W 7TH ST
050752	BROTMAN MEDICAL CENTER	3828 DELMAS TERRACE
050104	SAINT FRANCIS MEDICAL CENTER	3630 EAST IMPERIAL HIGHWAY
050373	LAC+USC MEDICAL CENTER	1200 N STATE ST
050103	WHITE MEMORIAL MEDICAL CENTER	1720 E CESAR AVENUE
050641	EAST LOS ANGELES DOCTORS HOSPITAL	4060 WHITTIER BLVD
050663	LOS ANGELES COMMUNITY HOSPITAL	4081 E OLYMPIC BLVD
050696	USC UNIVERSITY HOSPITAL	1500 SAN PABLO ST

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	GARDENA	CA
	TORRANCE	CA
	LOS ANGELES	CA
	INGLEWOOD	CA
	MARINA DEL REY	CA
	LOS ANGELES	CA
	SANTA MONICA	CA
	SAN PEDRO	CA
	CULVER CITY	CA
	LYNWOOD	CA
	LOS ANGELES	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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90247	LOS ANGELES	3105324200
90503	LOS ANGELES	3105407676
90036	LOS ANGELES	3106575900
90301	LOS ANGELES	3106734660
90291	LOS ANGELES	3108238911
90095	LOS ANGELES	3108256301
90404	LOS ANGELES	3108295511
90732	LOS ANGELES	3108323311
90231	LOS ANGELES	3108367000
90262	LOS ANGELES	3109008900
90033	ORANGE	3232262800
90033	LOS ANGELES	3232685000
90023	LOS ANGELES	3232685514
90023	LOS ANGELES	3233670477
90033	LOS ANGELES	3234428656

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

17%
4%
11%
14%
10%
5%
10%
5%
20%
8%
11%
8%
8%
34%
5%

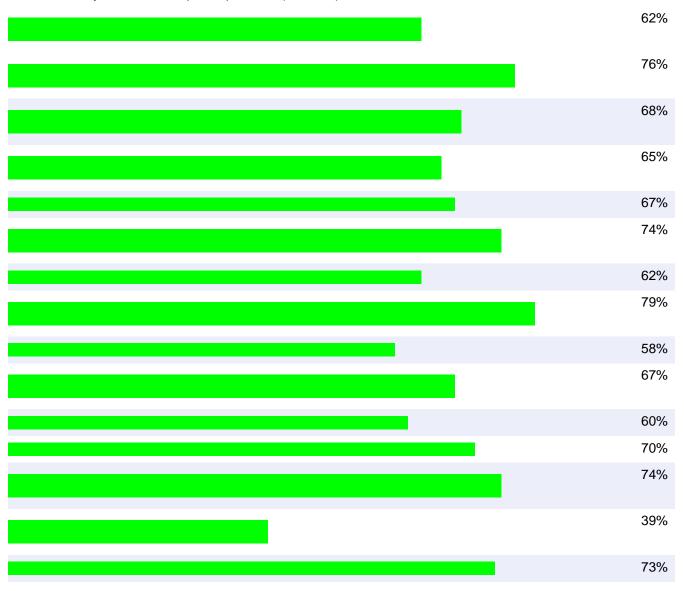
Page 74 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

21%
20%
21%
21%
23%
21%
28%
16%
22%
25%
29%
22%
18%
27%
22%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

9%
4%
8%
11%
8%
4%
6%
4%
11%
11%
7%
5%
3%
26%
5%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

15%
17%
18%
16%
17%
17%
19%
13%
24%
18%
19%
15%
15%
20%
17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



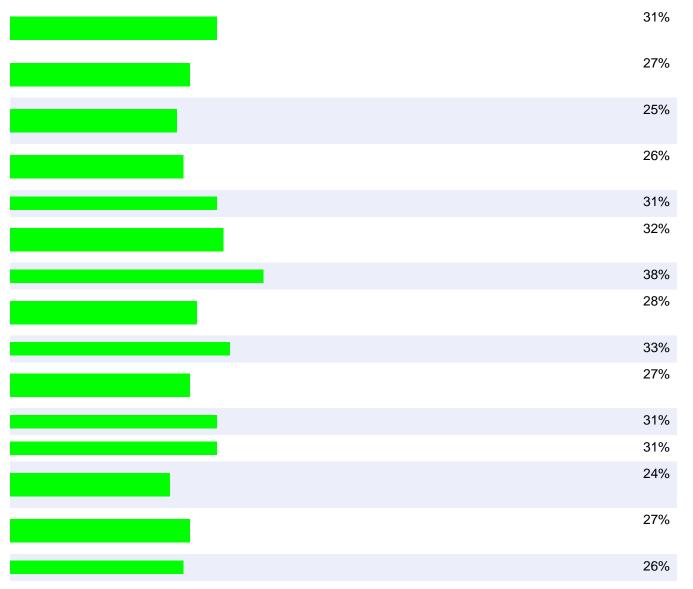
Page 79 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

17%
15%
20%
25%
15%
10%
19%
12%
31%
17%
17%
14%
9%
43%
12%

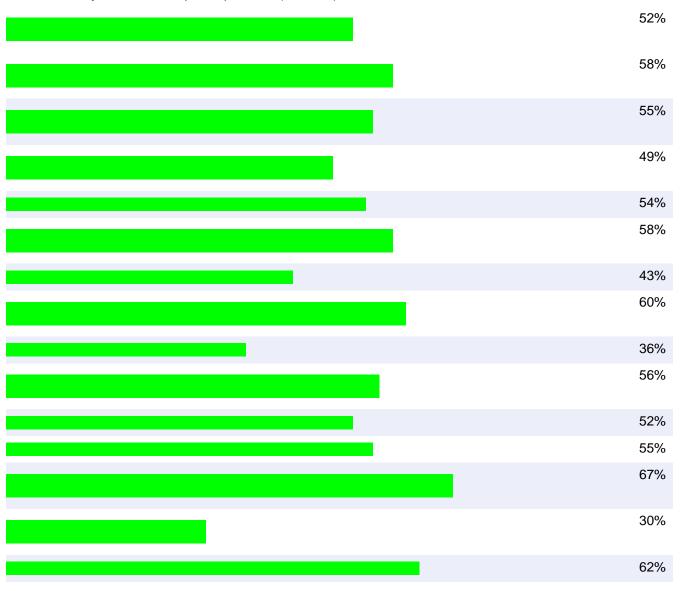
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



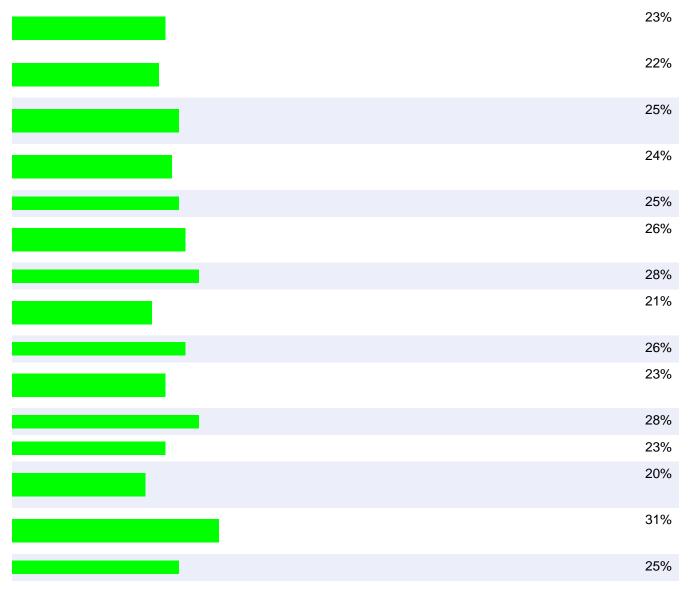
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

13%
7%
14%
17%
10%
7%
9%
8%
21%
11%
9%
9%
7%
33%
7%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



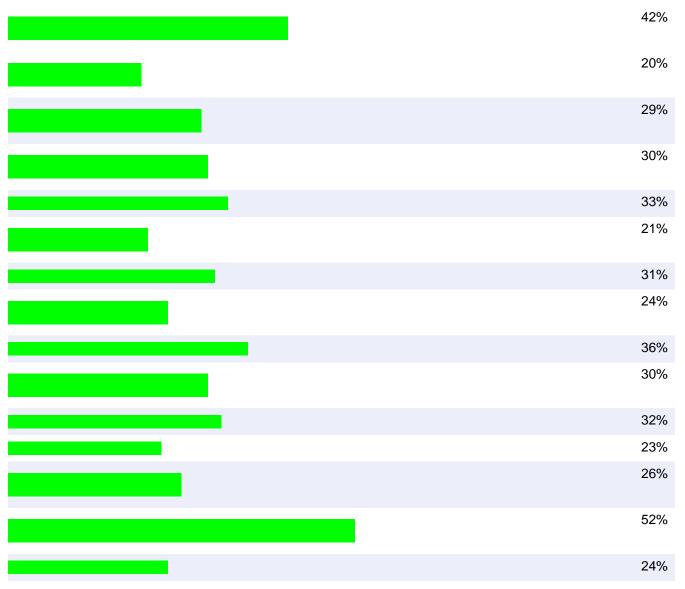
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



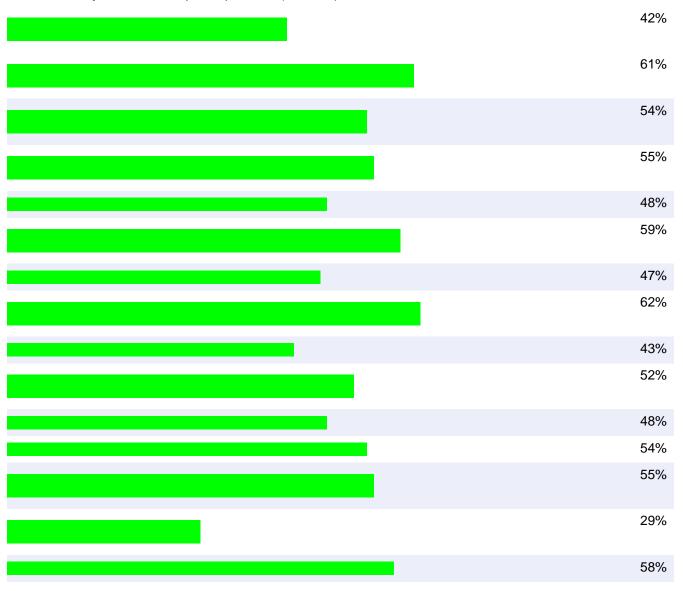
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

16%
19%
17%
15%
19%
20%
22%
14%
21%
18%
20%
23%
19%
19%
18%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

17%
9%
14%
18%
13%
6%
13%
5%
22%
15%
20%
10%
11%
30%
9%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

19%
20%
22%
21%
27%
19%
25%
16%
24%
20%
23%
18%
12%
23%
22%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



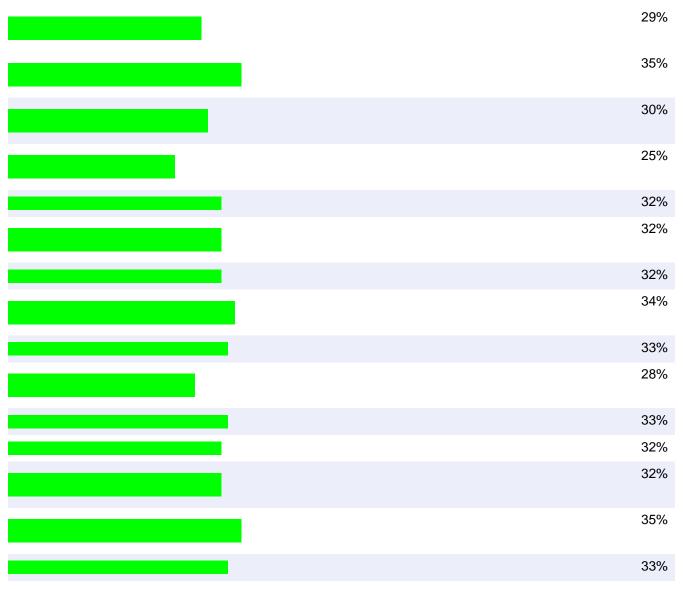
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



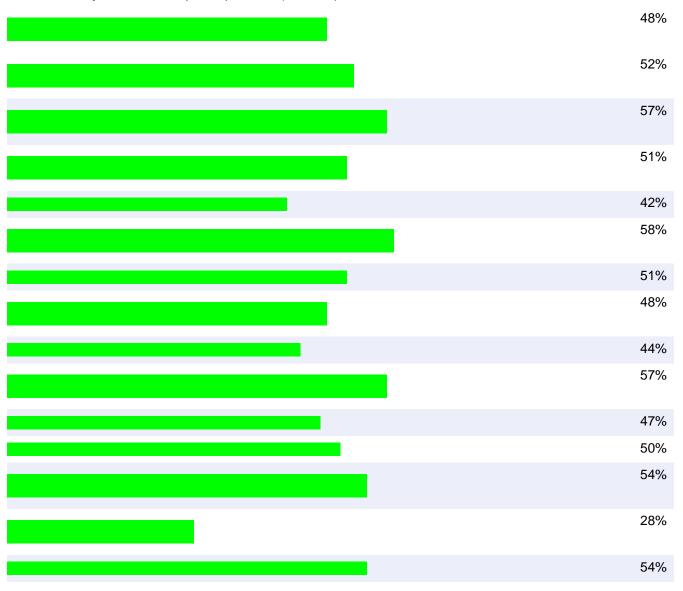
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



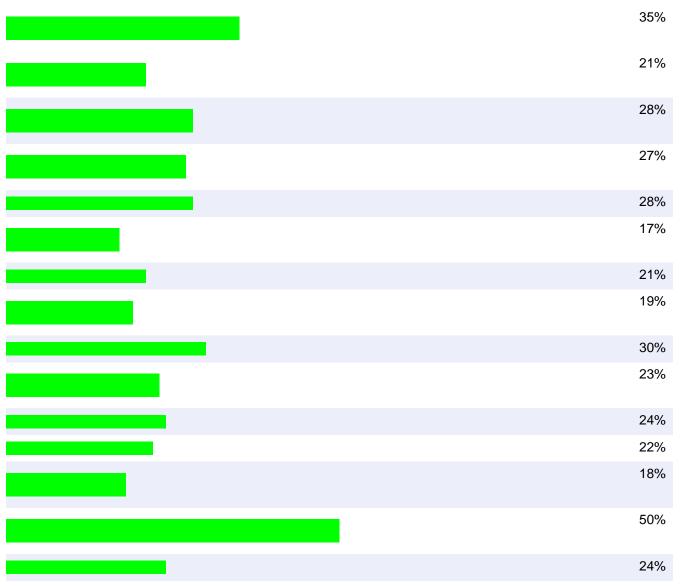
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



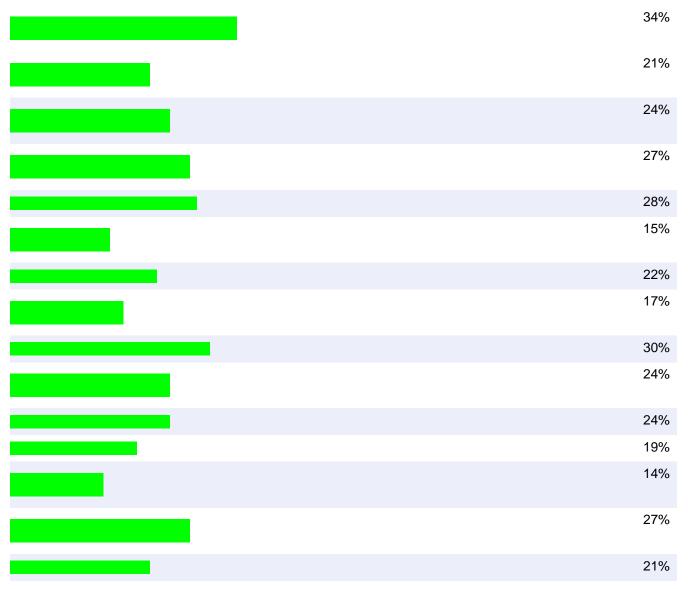
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

16%
7%
14%
15%
15%
5%
12%
8%
26%
11%
9%
8%
10%
37%
5%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



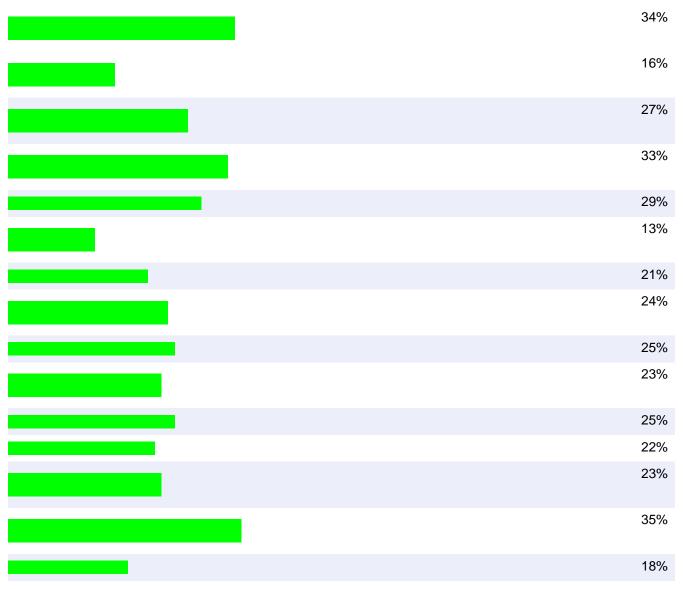
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

16%
4%
9%
13%
13%
2%
5%
3%
24%
7%
6%
6%
9%
30%
3%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS) 300 or more Between 100 and 299 300 or more 300 or more 300 or more 300 or more

Between 100 and 299

300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

28%
30% There were discrepancies in the data collection process
14%
16%
36%
35%
36%
24%
19%
18%
24%
30%
29%
7%
39%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

DS0135	based off Survey of Fatterits Trospital Experiences (TICALIFS		
HOSPITAL OF HUNTINGTON PARK  050350  BEVERLY HOSPITAL  309 W BEVERLY BLVD  050644  LOS ANGELES METROPOLITAN MEDICAL CTR  050138  KAISER FOUNDATION HOSPITAL LOS ANGELES  050660  USC KENNETH NORRIS JR CANCER HOSPITAL  050751  MIRACLE MILE MEDICAL CENTER  05000 SAN VICENTE BLVD  050071  KAISER FOUNDATION HOSPITAL SANTA CLARA  CENTER  700 LAWRENCE EXPRESSWAY  050125  REGIONAL MEDICAL CENTER OF SAN JOSE  050380  GOOD SAMARITAN HOSPITAL 050038  SAINT LOUISE REGIONAL HOSPITAL 9400 NO NAME UNO 050038  SANTA CLARA VALLEY MEDICAL CENTER  751 SOUTH BASCOM AVENUE	050135		6245 DE LONGPRE AVE
050644LOS ANGELES METROPOLITAN MEDICAL CTR2231 S WESTERN AVE050138KAISER FOUNDATION HOSPITAL - LOS ANGELES4867 SUNSET BLVD050660USC KENNETH NORRIS JR CANCER HOSPITAL1441 EASTLAKE AVE050751MIRACLE MILE MEDICAL CENTER6000 SAN VICENTE BLVD050771KAISER FOUNDATION HOSPITAL- SANTA CLARA700 LAWRENCE EXPRESSWAY050125REGIONAL MEDICAL CENTER OF SAN JOSE225 N JACKSON AVENUE050380GOOD SAMARITAN HOSPITAL SAINT LOUISE REGIONAL HOSPITAL CENTER2425 SAMARITAN DRIVE050688SAINT LOUISE REGIONAL HOSPITAL SANTA CLARA VALLEY MEDICAL CENTER751 SOUTH BASCOM AVENUE	050091		2623 E SLAUSON AVE
MEDICAL CTR  050138 KAISER FOUNDATION HOSPITAL - 4867 SUNSET BLVD  105060 USC KENNETH NORRIS JR CANCER HOSPITAL  050751 MIRACLE MILE MEDICAL CENTER 6000 SAN VICENTE BLVD  1050071 KAISER FOUNDATION HOSPITAL FOUNDATION HOSPITAL SANTA CLARA EXPRESSWAY  1050125 REGIONAL MEDICAL CENTER OF SAN JOSE  1050380 GOOD SAMARITAN HOSPITAL 2425 SAMARITAN DRIVE  1050688 SAINT LOUISE REGIONAL HOSPITAL 9400 NO NAME UNO  1050038 SANTA CLARA VALLEY MEDICAL 751 SOUTH BASCOM AVENUE	050350	BEVERLY HOSPITAL	309 W BEVERLY BLVD
LOS ANGELES  USC KENNETH NORRIS JR CANCER 1441 EASTLAKE AVE HOSPITAL  MIRACLE MILE MEDICAL CENTER 6000 SAN VICENTE BLVD  KAISER FOUNDATION HOSPITAL- 700 LAWRENCE EXPRESSWAY  SANTA CLARA EXPRESSWAY  REGIONAL MEDICAL CENTER OF 225 N JACKSON AVENUE SAN JOSE  GOOD SAMARITAN HOSPITAL 2425 SAMARITAN DRIVE  SO688 SAINT LOUISE REGIONAL HOSPITAL 9400 NO NAME UNO  SO0380 SANTA CLARA VALLEY MEDICAL 751 SOUTH BASCOM AVENUE	050644		2231 S WESTERN AVE
HOSPITAL  050751 MIRACLE MILE MEDICAL CENTER 6000 SAN VICENTE BLVD  050071 KAISER FOUNDATION HOSPITAL- SANTA CLARA EXPRESSWAY  050125 REGIONAL MEDICAL CENTER OF SAN JOSE  050380 GOOD SAMARITAN HOSPITAL 2425 SAMARITAN DRIVE  050688 SAINT LOUISE REGIONAL HOSPITAL 9400 NO NAME UNO  050038 SANTA CLARA VALLEY MEDICAL 751 SOUTH BASCOM CENTER AVENUE	050138		4867 SUNSET BLVD
050071 KAISER FOUNDATION HOSPITAL- SANTA CLARA EXPRESSWAY  050125 REGIONAL MEDICAL CENTER OF SAN JOSE 050380 GOOD SAMARITAN HOSPITAL 2425 SAMARITAN DRIVE 050688 SAINT LOUISE REGIONAL HOSPITAL 9400 NO NAME UNO 050038 SANTA CLARA VALLEY MEDICAL 751 SOUTH BASCOM CENTER AVENUE	050660		1441 EASTLAKE AVE
SANTA CLARA EXPRESSWAY  050125 REGIONAL MEDICAL CENTER OF 225 N JACKSON AVENUE  SAN JOSE  050380 GOOD SAMARITAN HOSPITAL 2425 SAMARITAN DRIVE  050688 SAINT LOUISE REGIONAL HOSPITAL 9400 NO NAME UNO  050038 SANTA CLARA VALLEY MEDICAL 751 SOUTH BASCOM AVENUE	050751	MIRACLE MILE MEDICAL CENTER	6000 SAN VICENTE BLVD
SAN JOSE  050380 GOOD SAMARITAN HOSPITAL 2425 SAMARITAN DRIVE  050688 SAINT LOUISE REGIONAL HOSPITAL 9400 NO NAME UNO  050038 SANTA CLARA VALLEY MEDICAL 751 SOUTH BASCOM AVENUE	050071		
050688 SAINT LOUISE REGIONAL HOSPITAL 9400 NO NAME UNO 050038 SANTA CLARA VALLEY MEDICAL 751 SOUTH BASCOM CENTER AVENUE	050125		225 N JACKSON AVENUE
050038 SANTA CLARA VALLEY MEDICAL 751 SOUTH BASCOM CENTER AVENUE	050380	GOOD SAMARITAN HOSPITAL	2425 SAMARITAN DRIVE
CENTER AVENUE	050688	SAINT LOUISE REGIONAL HOSPITAL	9400 NO NAME UNO
050153 O'CONNOR HOSPITAL 2105 FOREST AVENUE	050038		
	050153	O'CONNOR HOSPITAL	2105 FOREST AVENUE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	HOLLYWOOD	CA
	HUNTINGTON PARK	CA
	MONTEBELLO	CA
	LOS ANGELES	CA
	SANTA CLARA	CA
	SAN JOSE	CA
	SAN JOSE	CA
	GILROY	CA
	SAN JOSE	CA
	SAN JOSE	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

90028	LOS ANGELES	3234622271
90255	LOS ANGELES	3235831931
90640	LOS ANGELES	3237261222
90018	LOS ANGELES	3237307300
90027	LOS ANGELES	3237834011
90089	LOS ANGELES	3238653000
90036	LOS ANGELES	3239301040
95051	SANTA CLARA	4082366400
95116	SANTA CLARA	4082595000
95124	SANTA CLARA	4085592011
95020	SANTA CLARA	4088482000
95128	SANTA CLARA	4088855000
95128	SANTA CLARA	4089472500

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	18%	
N/A		
	18%	
N/A		
	7%	
N/A		
	5%	
	6%	
	13%	
	7%	
	4%	
	8%	
	8%	

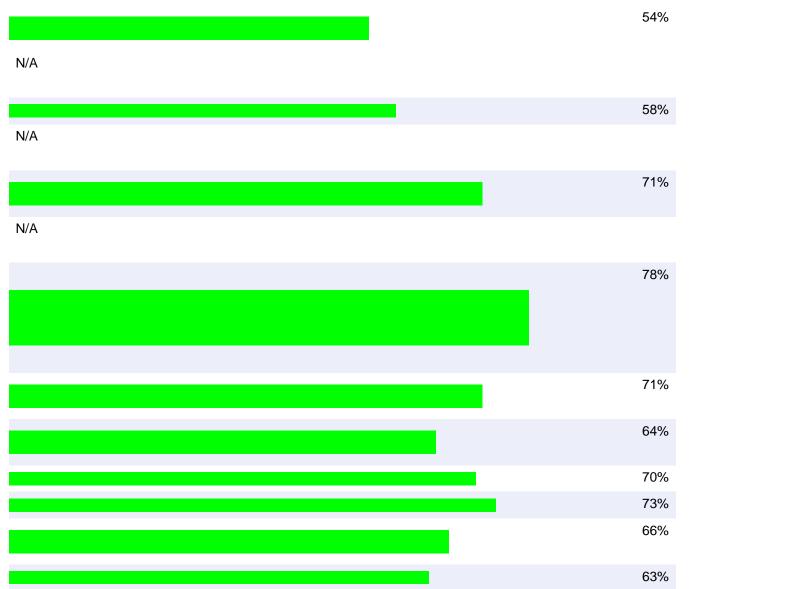
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	28%
N/A	
	24%
N/A	
	22%
N/A	
	17%
	23%
	23%
	23%
	23%
	26%
	29%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	17%
N/A	
	13%
N/A	
	5%
N/A	
	0%
	4%
	10%
	5%
	7%
	6%
	7%

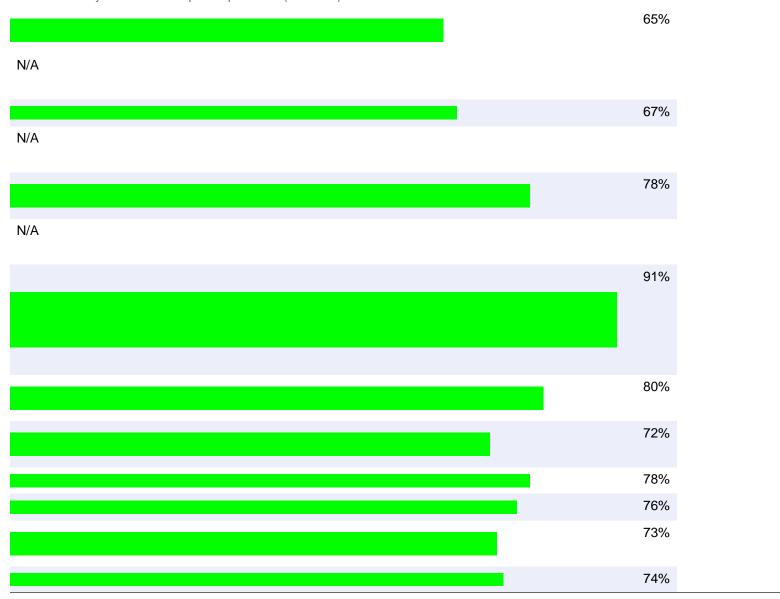
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

,	
	18%
N/A	
	20%
N/A	
	17%
N/A	
	9%
	16%
	18%
	17%
	17%
	21%
	2170
	19%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	33%
N/A	
	29%
N/A	
	12%
N/A	
	10%
	14%
	20%
	16%
	13%
	21%
	20%

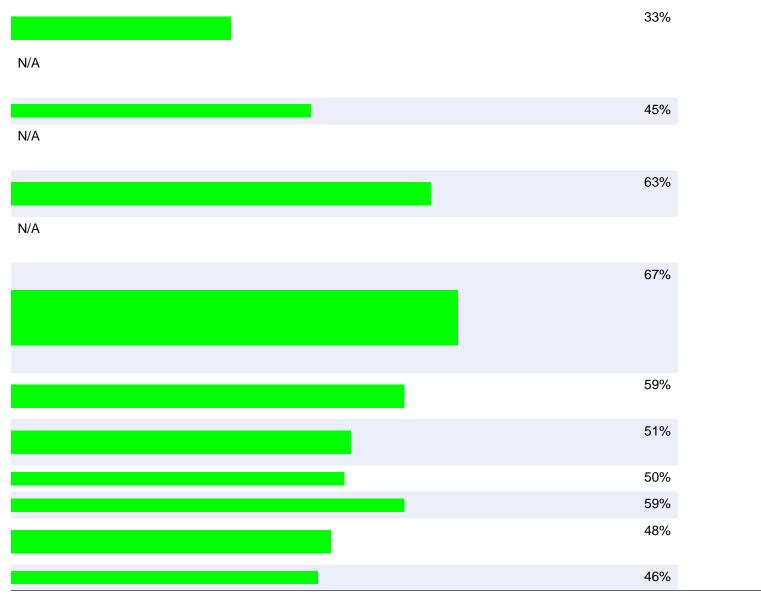
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	34%
N/A	
	26%
N/A	
	25%
N/A	
	23%
	27%
	29%
	34%
	28%
	31%
	34%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	27%	
N/A		
	15%	
N/A		
	8%	
N/A		
	3%	
	8%	
	11%	
	8%	
	8%	
	10%	
	13%	

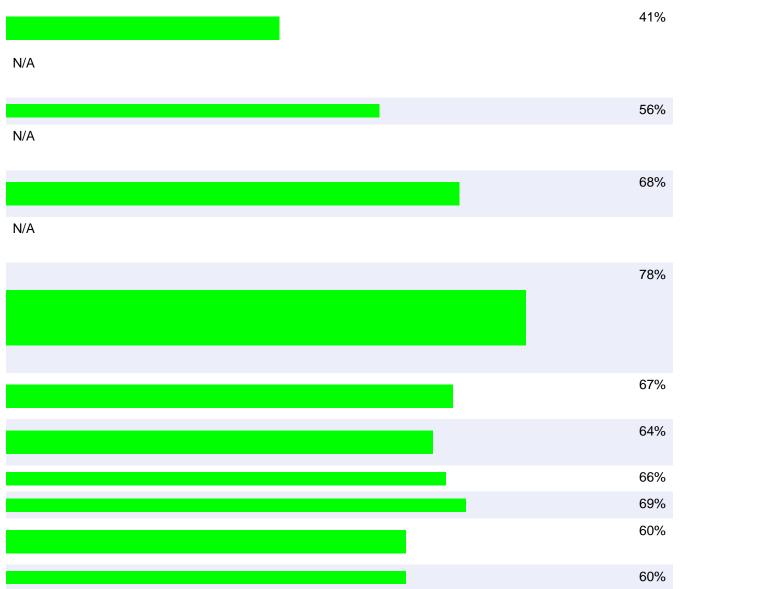
Page 118 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	32%
N/A	
	29%
N/A	
	24%
N/A	
	19%
	25%
	25%
	26%
	23%
	30%
	27%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	50%
N/A	35%
	24%
N/A	
	22%
	21%
	30%
	28%
	25%
	25%
	29%

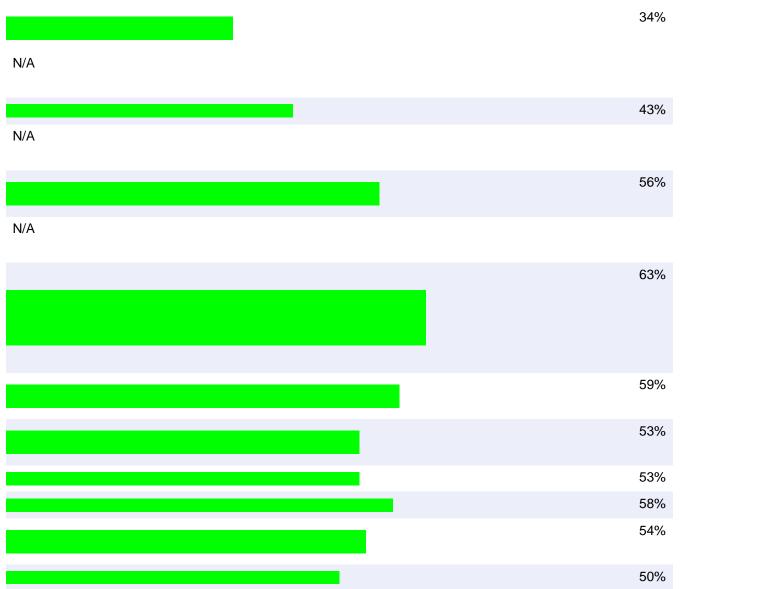
Page 121 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	16%	
N/A		
N/A	22%	
N/A		
	20%	
N/A		
	15%	
	20%	
	17%	
	19%	
	17%	
	21%	
	21%	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	17%
N/A	
	19%
N/A	
	8%
N/A	
	6%
	11%
	15%
	14%
	7%
	16%
	16%

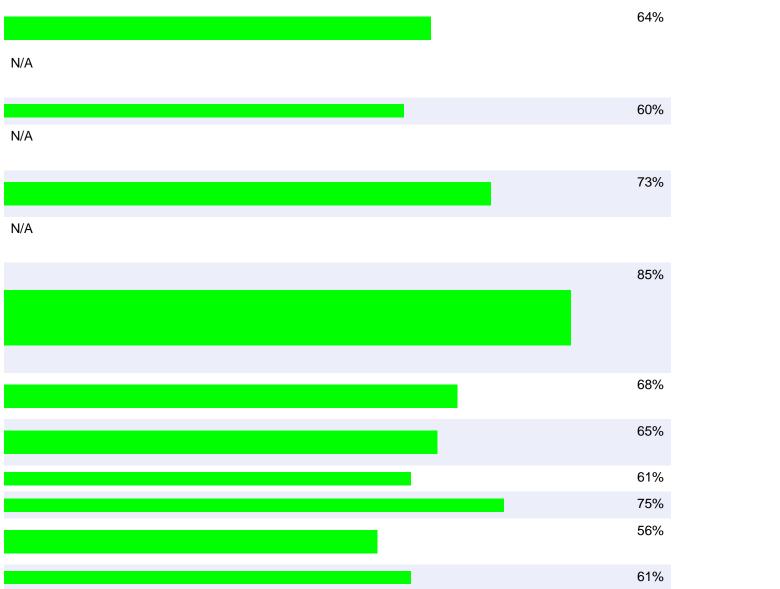
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	19%
	21%
N/A	19%
N/A	
	9%
	21%
	20%
	25%
	18%
	28%
	23%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	28%	
N/A		
	22%	
N/A		
	13%	
N/A		
	10%	
	13%	
	30%	
	24%	
	24%	
	31%	
	24%	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on early of rational mospital Exponences (No.1111 e)	28%	
N/A		
	35%	
N/A		
	30%	
N/A		
	13%	
	34%	
	31%	
	35%	
	35%	
	33%	
	35%	

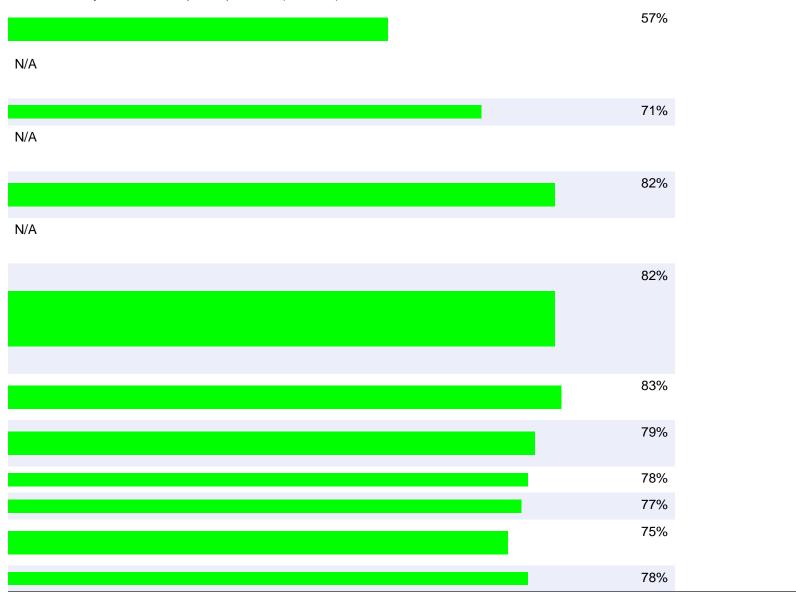
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	43%
N/A	
	29%
N/A	
	18%
N/A	
	18%
	17%
	21%
	22%
	23%
	25%
	22%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	31%
N/A	
	23%
N/A	
	7%
N/A	
	7%
	7%
	16%
	11%
	9%
	11%
	11%

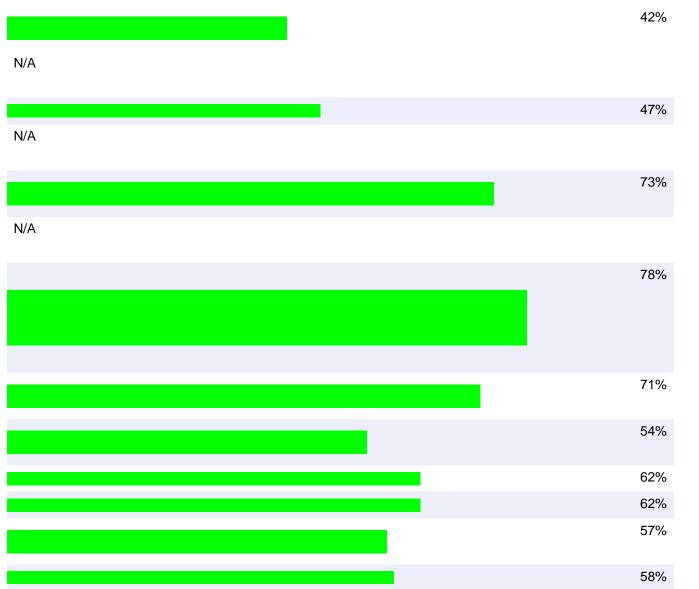
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Editory of Fationic Freepital Experiences (Fe/till 6)	27%
N/A	
	30%
N/A	
	20%
N/A	
	15%
	22%
	30%
	27%
	29%
	32%
	31%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	22%	
N/A		
	16%	
N/A		
	4%	
N/A		
	4%	
	3%	
	10%	
	6%	
	5%	
	6%	
	5%	

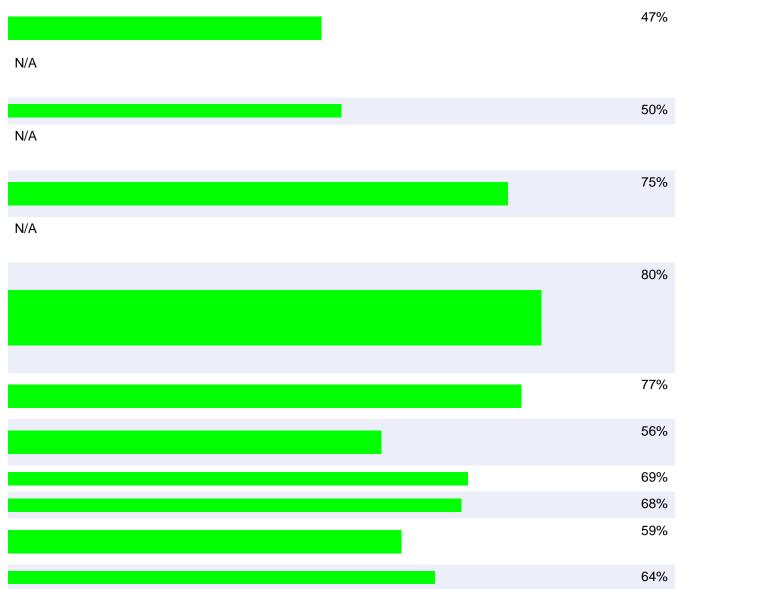
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	31%
N/A	
	34%
N/A	
	21%
N/A	
	16%
	20%
	34%
	25%
	27%
	35%
	31%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Between 100 and 299

N/A
300 or more
N/A
300 or more
N/A
Fewer than 100
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dadod on Garvey on Fatterite Prospital Expensions (Fig. 11) of	7%	
N/A		Survey results are not available for this reporting period
	20%	
N/A		Survey results are not available for this reporting period
	34%	
N/A		Survey results are not available for this reporting period
	28%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
	37%	
	22%	
	33%	
	27%	
	31%	
	29%	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

050604	KAISER FOUNDATION HOSPITAL- SAN JOSE	250 HOSPITAL PARKWAY
050228	SAN FRANCISCO GENERAL HOSPITAL	1001 POTRERO AVENUE
050131	NOVATO COMMUNITY HOSPITAL	180 ROWLAND WAY
050454	UCSF MEDICAL CENTER	505 PARNASSUS AVE
050320	ALAMEDA COUNTY MEDICAL CENTER	1411 E 31ST ST
050510	KAISER FOUNDATION HOSPITAL	99 MONTECILLO RD
050008	CALIFORNIA PACIFIC MEDICAL CTR- DAVIES CAMPUS HOSP	45 CASTRO STREET
050047	CALIFORNIA PACIFIC MEDICAL CTR- PACIFIC CAMPUS HOSP	2333 BUCHANAN STREET
050055	CALIFORNIA PACIFIC MEDICAL CTR - ST. LUKE'S CAMPUS	3555 CESAR CHAVEZ STREET
050457	ST MARY'S MEDICAL CENTER	450 STANYAN ST
050668	LAGUNA HONDA HOSPITAL & REHABILITATION CENTER	375 LAGUNA HONDA BLVD

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on Survey of Patients Trospital Experiences (FICALIFS)		
	SAN JOSE	CA
	SAN FRANCISCO	CA
	NOVATO	CA
	SAN FRANCISCO	CA
	OAKLAND	CA
	SAN RAFAEL	CA
	SAN FRANCISCO	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

95119	SANTA CLARA	4089727000
94110	SAN FRANCISCO	4152068000
94945	MARIN	4152091300
94143	SAN FRANCISCO	4153532733
94602	ALAMEDA	4154374800
94903	MARIN	4154442000
94114	SAN FRANCISCO	4156006000
94115	SAN FRANCISCO	4156006000
94110	SAN FRANCISCO	4156416562
94117	SAN FRANCISCO	4156681000
94116	SAN FRANCISCO	4157592300

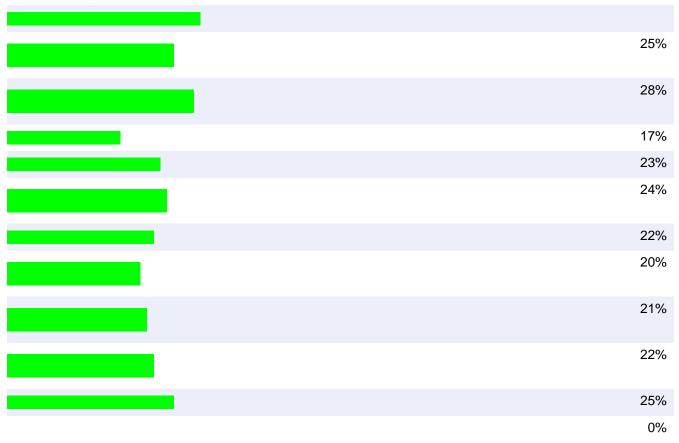
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Eacod on Carvey of Fationic Floopital Experioriose (Floridine)	
	6%
	8%
	4%
	5%
	13%
	6%
	5%
	5%
	11%
	6%
	29%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

- /
4%
00/
8%
5%
5%
6%
5%
6%
4%
8%
7%
27%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

17%
22%
17%
17%
17%
17%
16%
17%
19%
18%
0%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



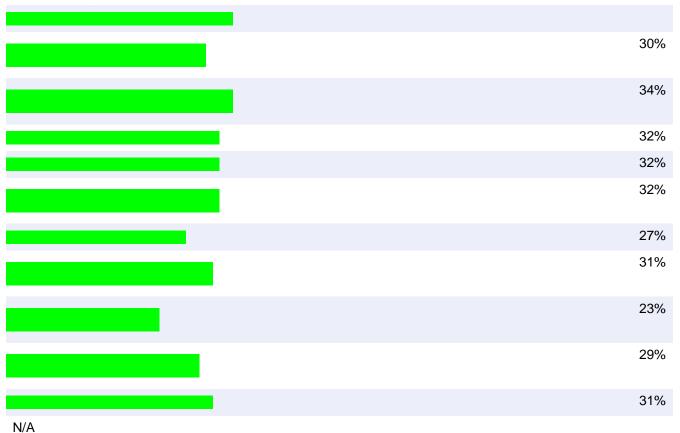
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

,		,	,			
					15%	%
					16%	%
					10%	%
					15%	%
					23%	%
					119	%
					13%	%
					119	%
					179	
					15%	%
N/A						

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



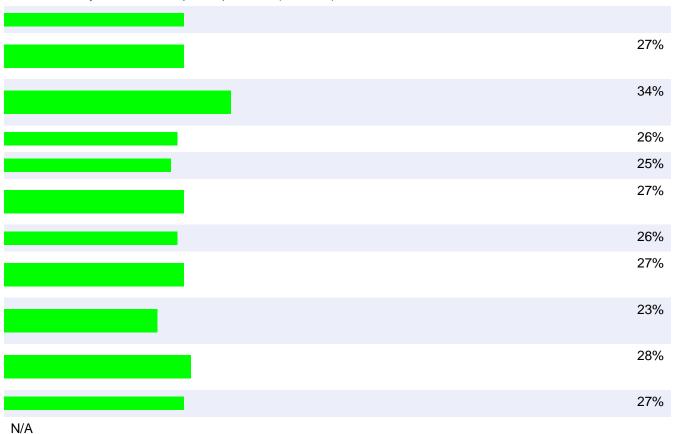
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	7%
	10%
	7%
	7%
	10%
	7%
	6%
	5%
	9%
	10%
N/A	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



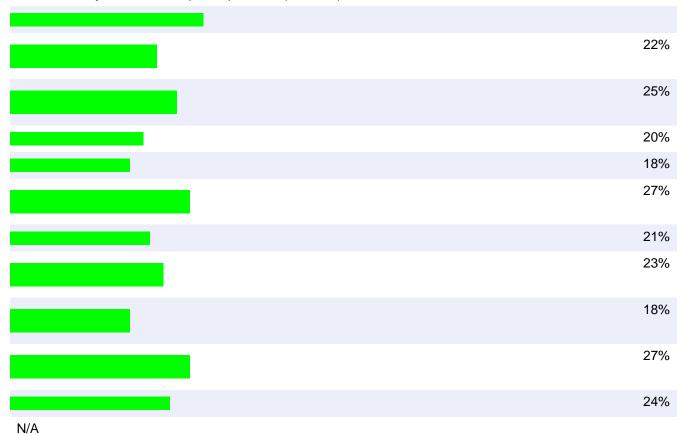
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

•		,	,		
					20%
					22%
					21%
					19%
					18%
					21%
					23%
					18%
					18%
					19%
N/A					

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



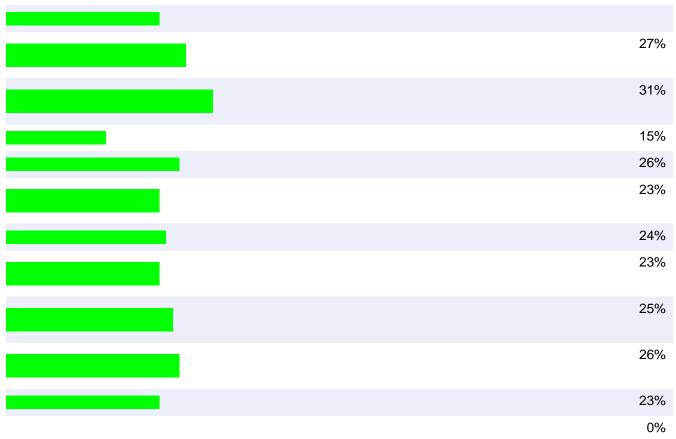
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

,		,	,		
					9%
					12%
					5%
					12%
					20%
					11%
					10%
					9%
					11%
					9%
					0%

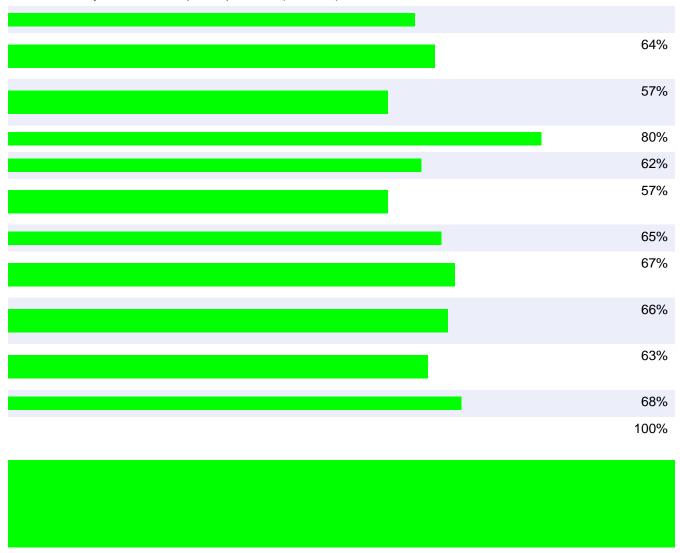
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



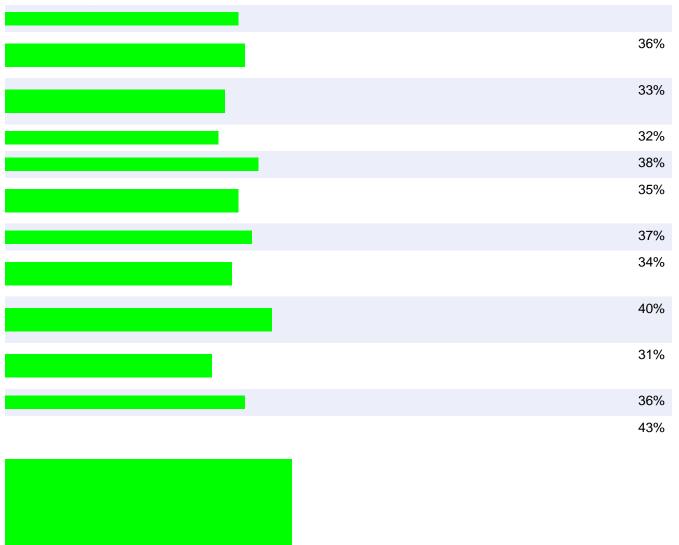
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

21%
26%
13%
18%
20%
25%
19%
18%
20%
20%
0%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



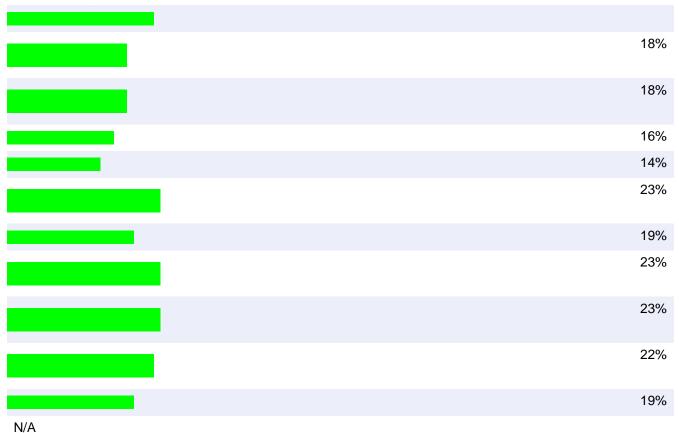
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



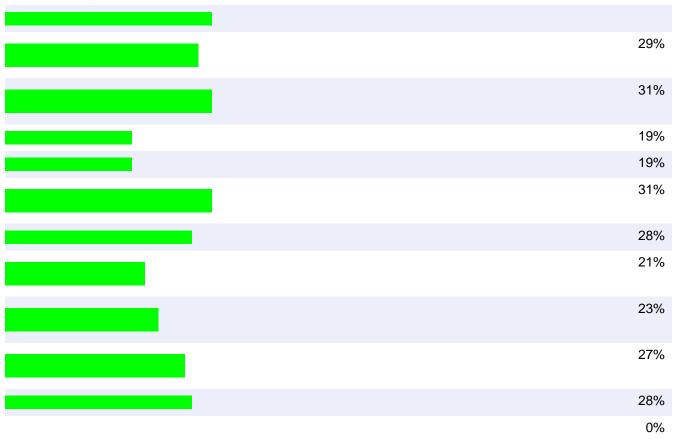
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	•	,	,	
				11%
				13%
				5%
				8%
				12%
				10%
				10%
				6%
				14%
				10%
				0%

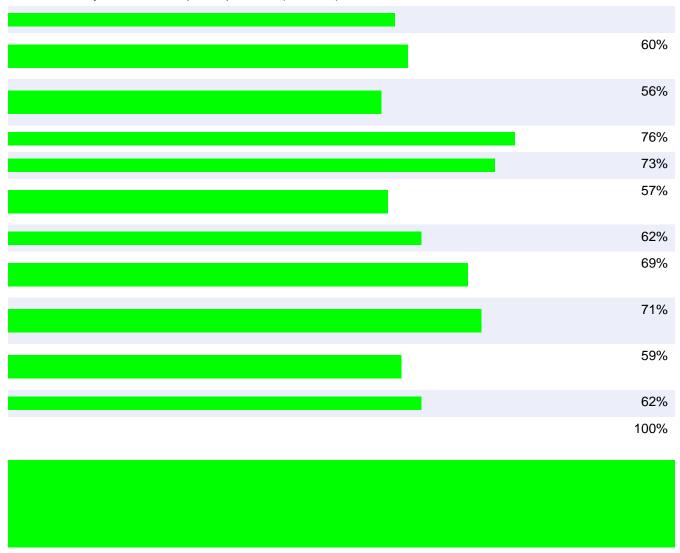
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



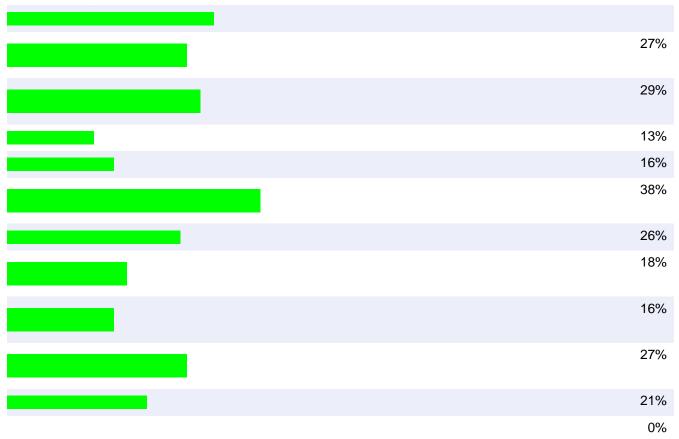
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

,	•	`	,			
						6%
						8%
						3%
						3%
						7%
						4%
						8%
						3%
						9%
						6%
						0%

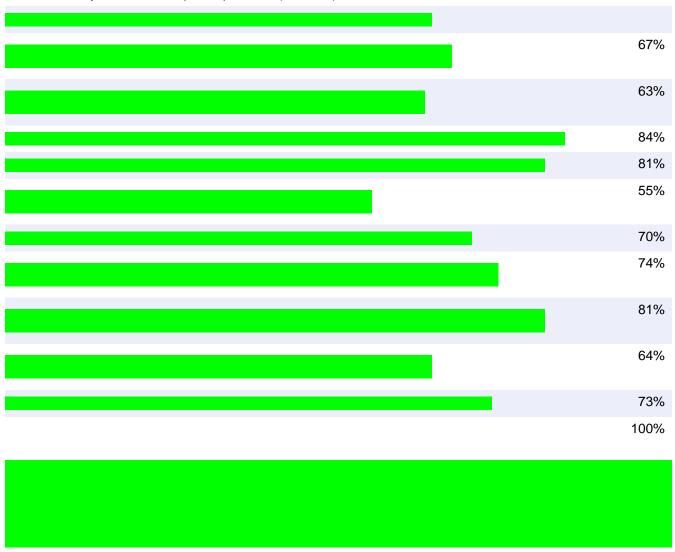
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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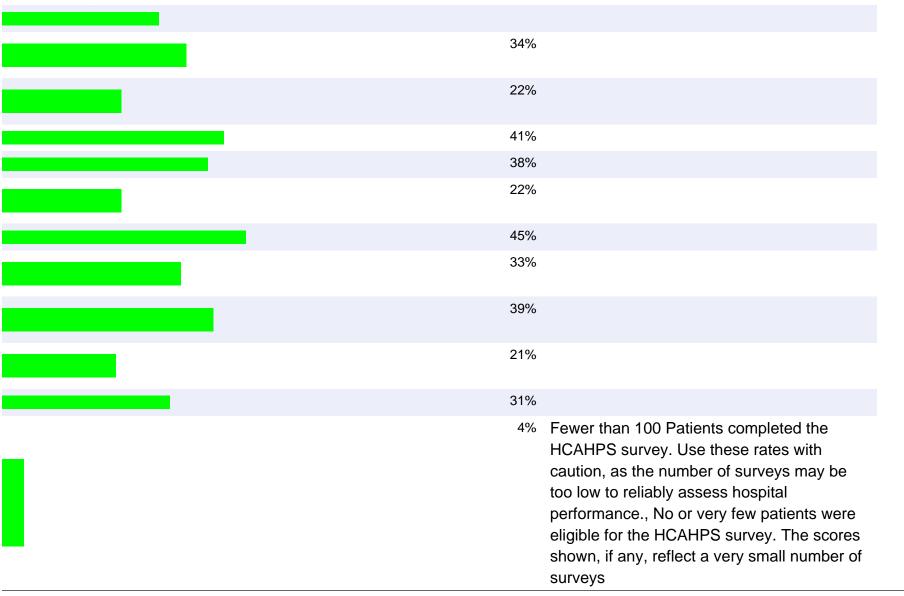
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

*			,	,		
300 or more						
300 or more						
300 or more						
300 or more						
300 or more						
300 or more						
300 or more						
300 or more						
300 or more						
300 or more						
Fewer than 100	)					

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	•	
050152	SAINT FRANCIS MEMORIAL HOSPITAL	900 HYDE ST
050076	KAISER FOUNDATION HOSPITAL - SAN FRANCISCO	2425 GEARY BLVD
050360	MARIN GENERAL HOSPITAL	250 BON AIR ROAD, PO BOX 8010
050407	CHINESE HOSPITAL	845 JACKSON ST
050305	ALTA BATES SUMMIT MEDICAL CENTER - ALTA BATES CAMP	2450 ASHBY AVE
050211	ALAMEDA HOSPITAL	2070 CLINTON AVE
050095	LAUREL GROVE HOSPITAL	19933 LAKE CHABOT RD
050488	EDEN MEDICAL CENTER	20103 LAKE CHABOT ROAD
050043	ALTA BATES SUMMIT MEDICAL CENTER	350 HAWTHORNE AVENUE
050264	SAN LEANDRO HOSPITAL	13855 E 14TH STREET
050075	KAISER FOUNDATION HOSPITAL OAKLAND/RICHMOND	280 W MAC ARTHUR BLVD
050002	ST ROSE HOSPITAL	27200 CALAROGA AVE
050512	KAISER FOUNDATION HOSPITAL FREMONT/HAYWARD	27400 HESPERIAN BLVD
050195	WASHINGTON HOSPITAL	2000 MOWRY AVE
050079	DOCTORS MEDICAL CENTER-SAN	2000 VALE RD

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Patients Trospital Experiences (TICALIFS)		
	SAN FRANCISCO	CA
	SAN FRANCISCO	CA
	GREENBRAE	CA
	SAN FRANCISCO	CA
	BERKELEY	CA
	ALAMEDA	CA
	CASTRO VALLEY	CA
	CASTRO VALLEY	CA
	OAKLAND	CA
	SAN LEANDRO	CA
	OAKLAND	CA
	HAYWARD	CA
	HAYWARD	CA
	FREMONT	CA
	SAN PABLO	CA

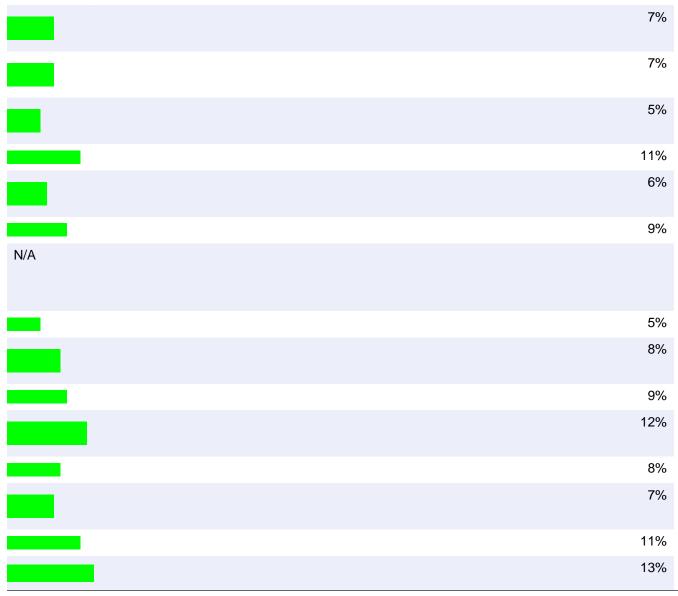
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Badda dir darvoy dir allama ricopilar Experienced (richilir d)			
94109	SAN FRANCISCO	4157754321	
94115	SAN FRANCISCO	4158332646	
94904	MARIN	4159257900	
94133	SAN FRANCISCO	4159822400	
94705	ALAMEDA	5102044444	
94501	ALAMEDA	5105223700	
94546	ALAMEDA	5105371234	
94546	ALAMEDA	5105371234	
94609	ALAMEDA	5106554000	
94578	ALAMEDA	5106674510	
94611	ALAMEDA	5107521000	
94545	ALAMEDA	5107826200	
94545	ALAMEDA	5107844000	
94538	ALAMEDA	5107971111	
94806	CONTRA COSTA	5109705000	

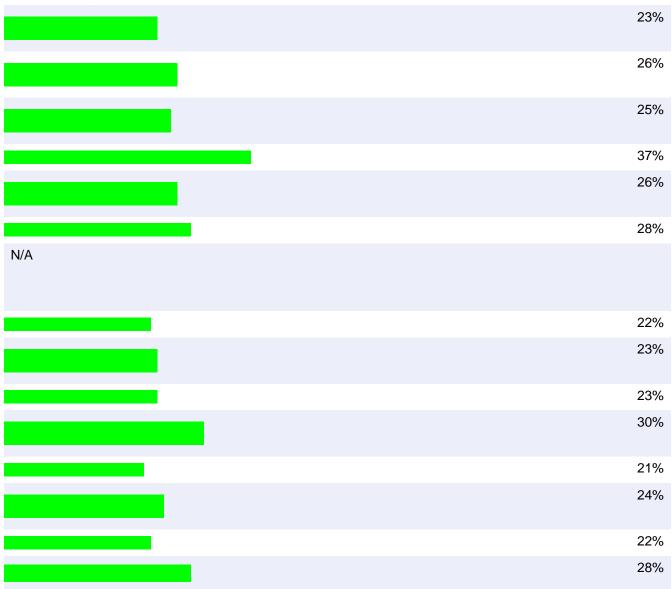
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



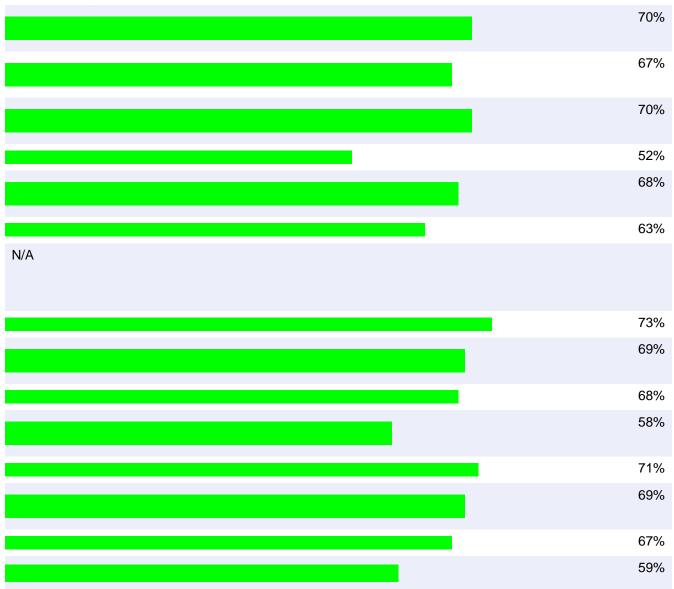
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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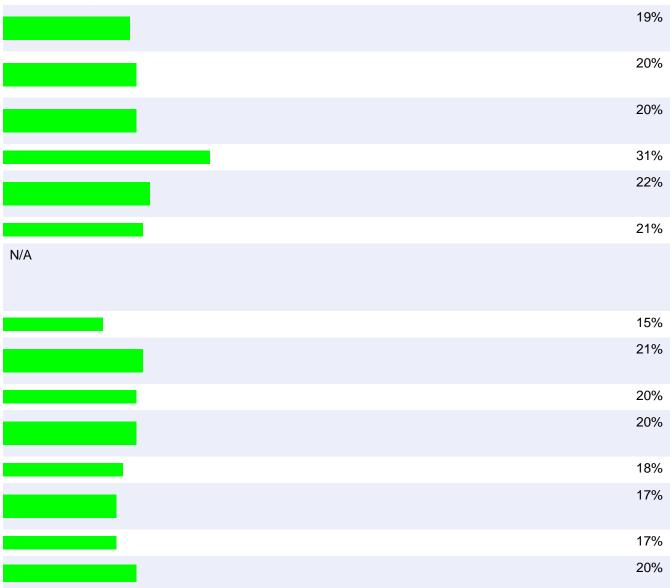
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	·		,		7%
					5%
					3,0
					5%
					11%
					6%
					9%
N/A					
					7%
					7%
_					5%
					6%
					7%
_					5%
					6%
					11%

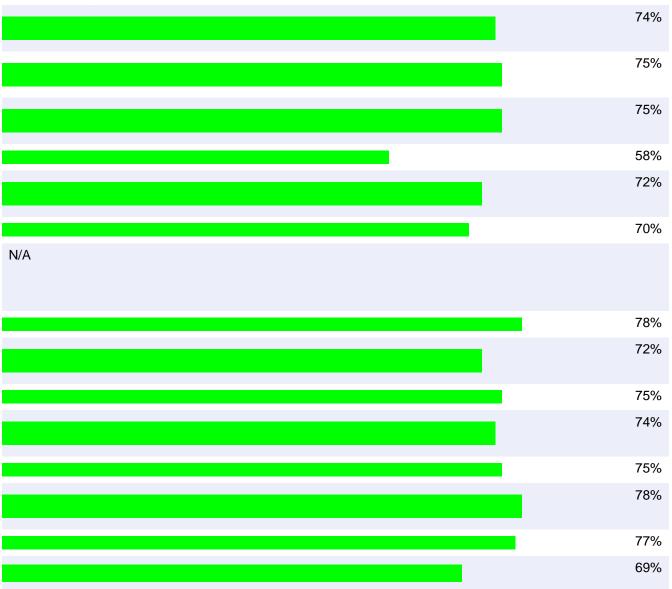
Page 182 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



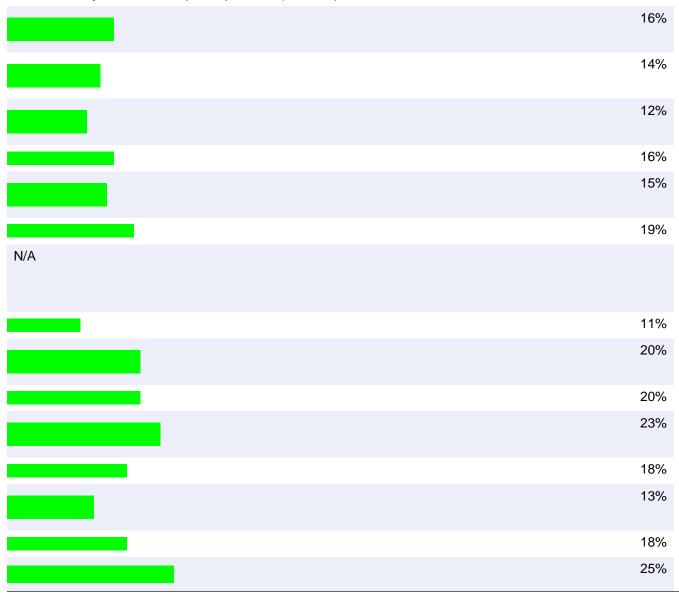
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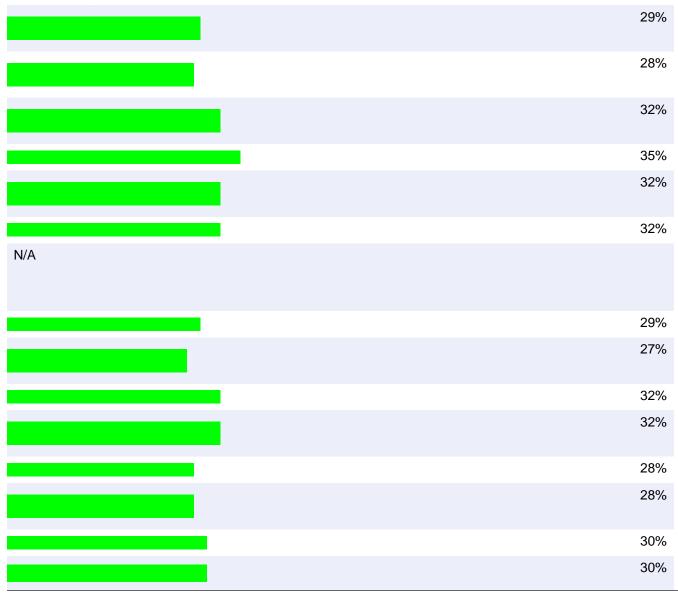
Page 184 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



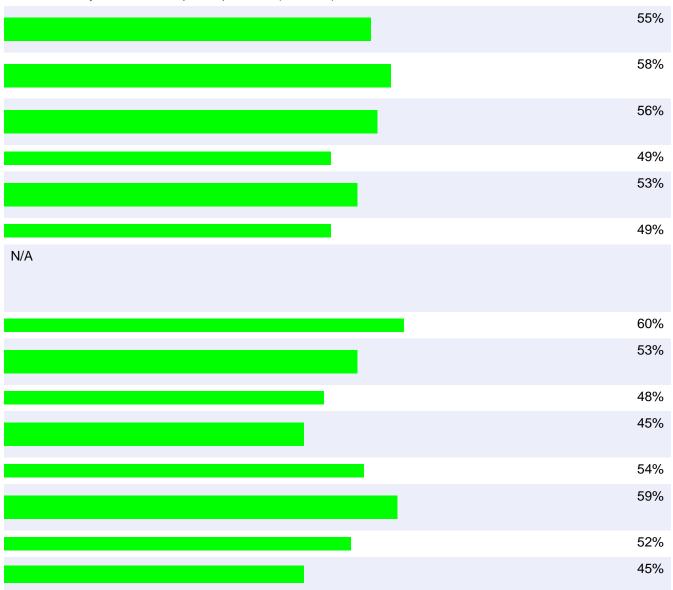
Page 185 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



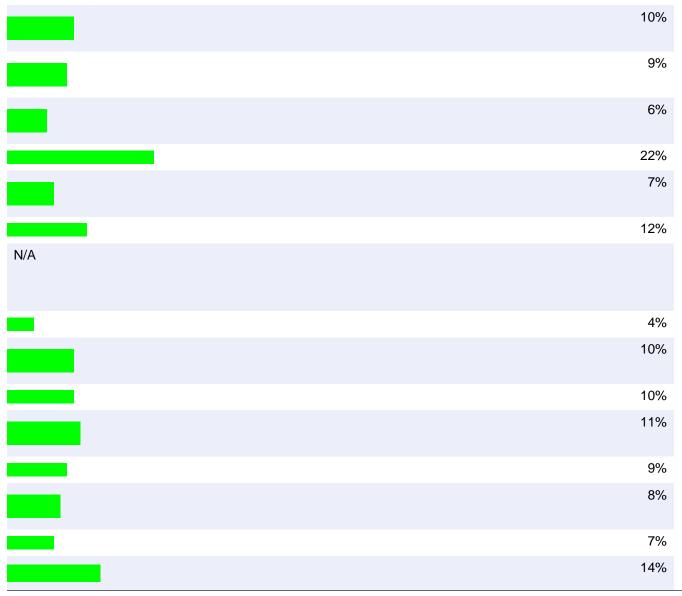
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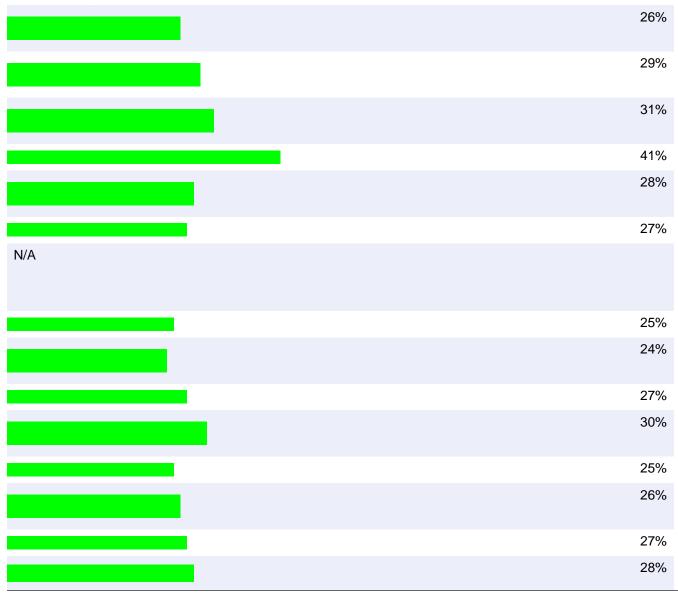
Page 187 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



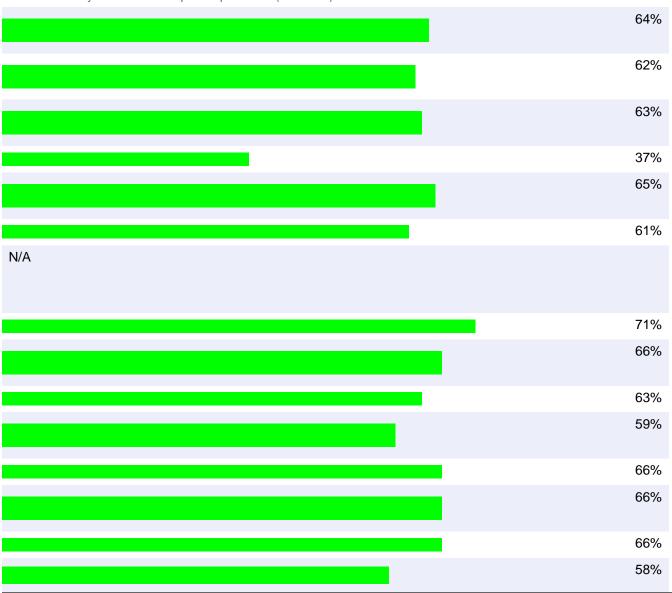
Page 188 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



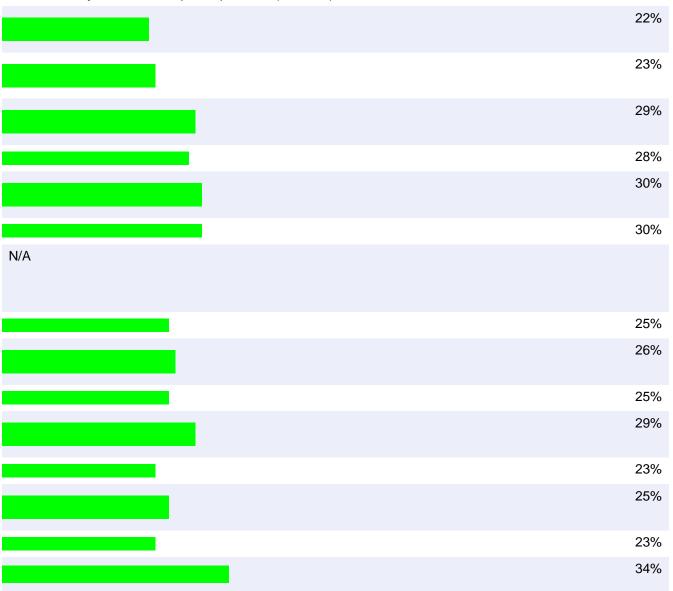
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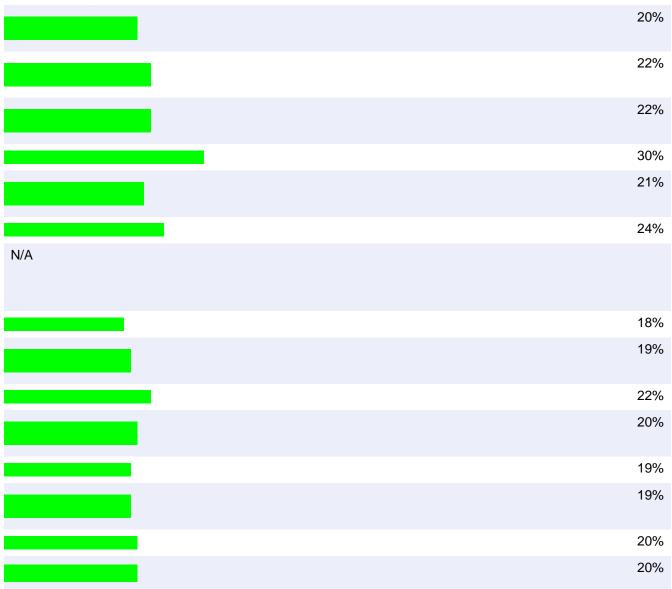
Page 190 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



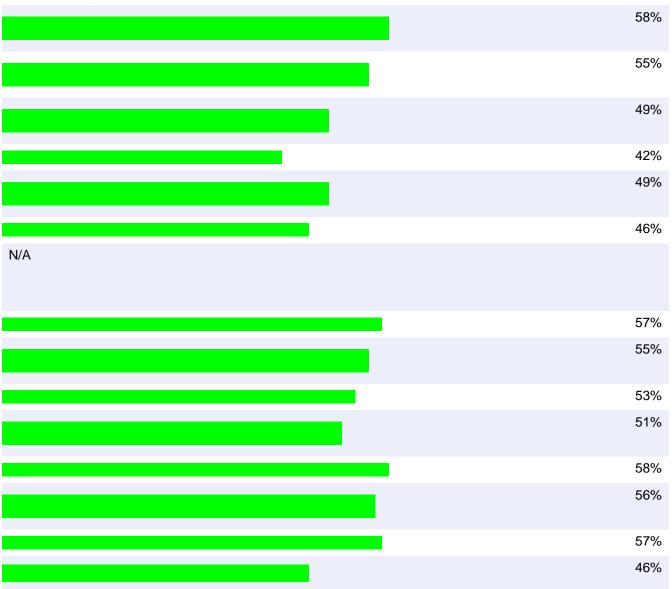
Page 191 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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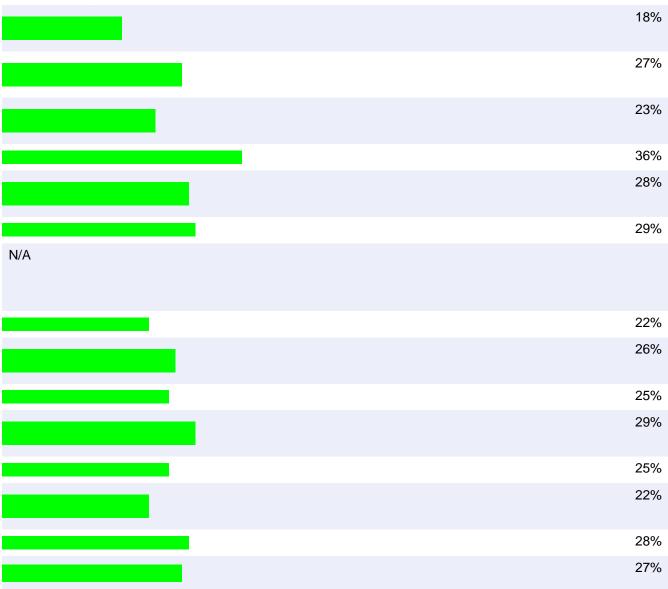
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Garvey of Fationic Floopital Experiences (Floration)	
	12%
	11%
	12%
	10%
	12%
	13%
N/A	
	6%
	13%
	13%
	19%
	11%
	9%
	15%
	15%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



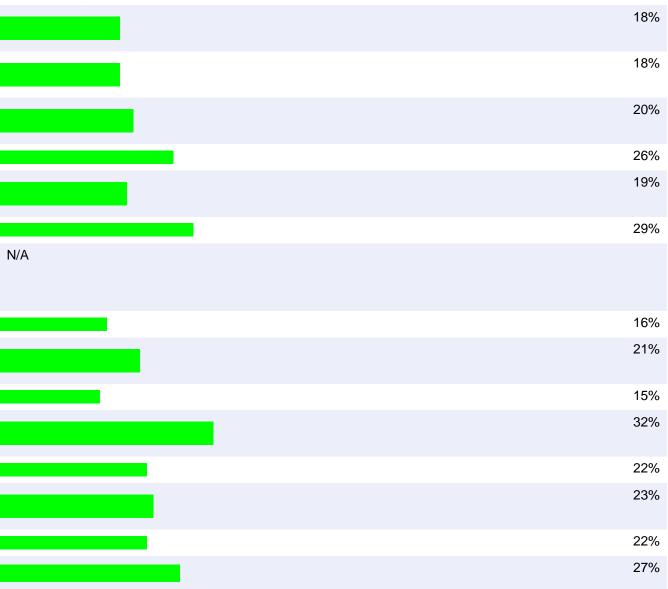
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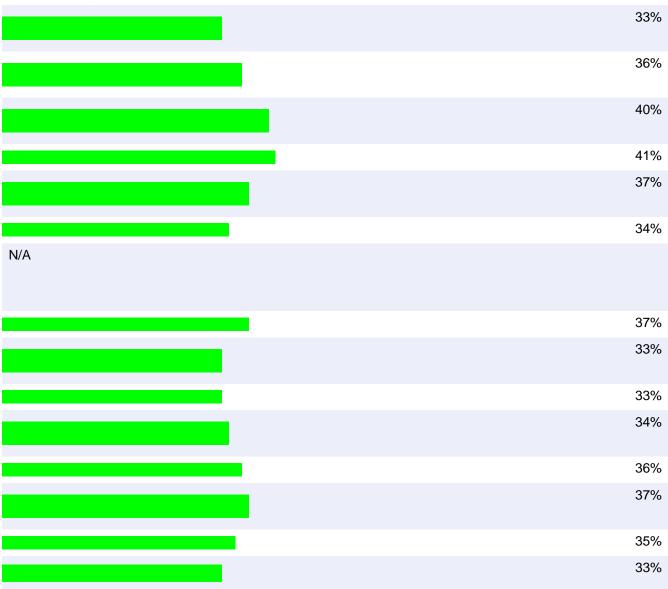
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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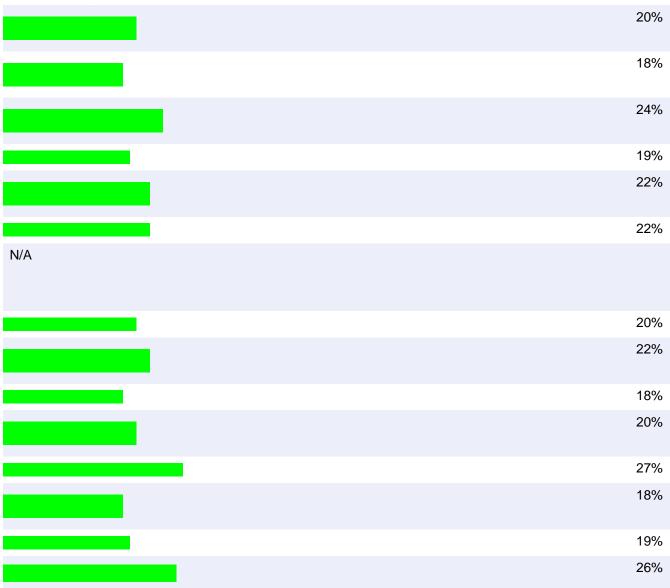
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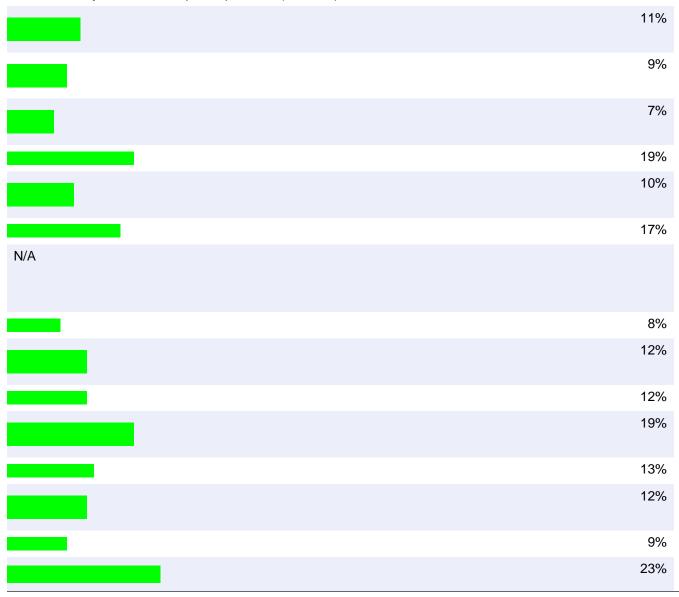
Page 200 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



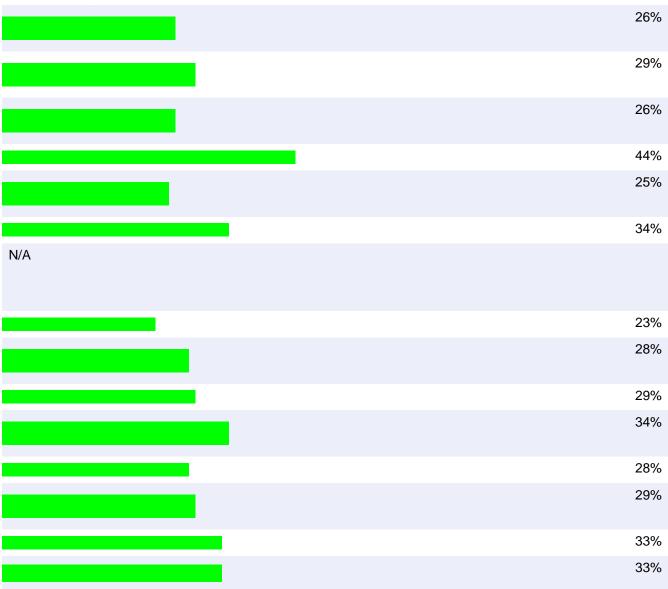
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



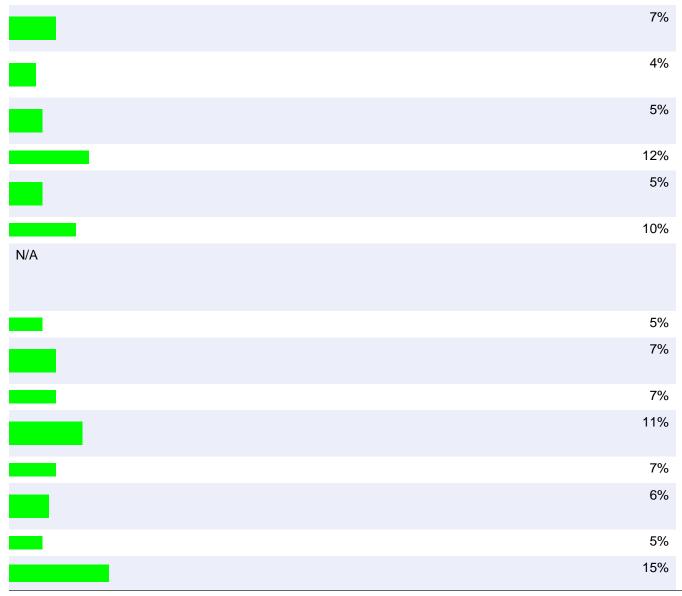
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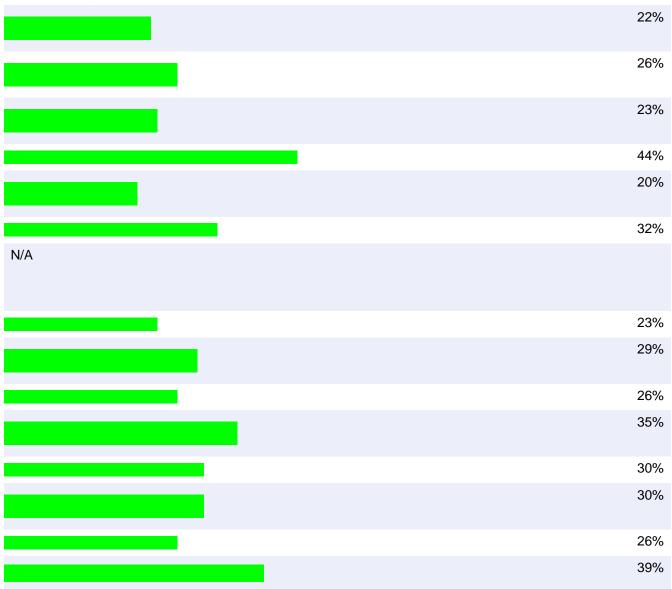
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Garvey of Fationte Prospital Exponentions (110/11/11/0)
300 or more
N/A
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based of Survey of Fatients Trospital Experiences (TICALIFS)	
	24%
	38%
	36%
	29%
	29%
	25%
N/A	No or very few patients were eligible for the HCAHPS survey. The scores shown, if any, reflect a very small number of surveys
	32%
	29%
	22%
	32%
	23%
	32%
	32%
	23%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	PABLO	
050169	PRESBYTERIAN INTERCOMMUNITY HOSPITAL	12401 E WASHINGTON BLVD
050393	DOWNEY REGIONAL MEDICAL CENTER	11500 BROOKSHIRE AVENUE
050280	MERCY MEDICAL CENTER REDDING	2175 ROSALINE AVE, CLAIRMONT HGTS
050697	PATIENTS' HOSPITAL OF REDDING	2900 EUREKA WAY
050764	SHASTA REGIONAL MEDICAL CENTER	1100 BUTTE ST
051320	BANNER LASSEN MEDICAL CENTER	1800 SPRING RIDGE DRIVE
050150	SIERRA NEVADA MEMORIAL HOSPITAL	155 GLASSON WAY
051308	SURPRISE VALLEY COMMUNITY HOSPITAL	MAIN & WASHINGTON STREETS
051326	PLUMAS DISTRICT HOSPITAL	1065 BUCKS LAKE ROAD
050039	ENLOE MEDICAL CENTER	1531 ESPLANADE
051305	MAYERS MEMORIAL HOSPITAL	43563 HWY 299 EAST
050434	COLUSA REGIONAL MEDICAL CENTER	199 EAST WEBSTER ST
050042	ST ELIZABETH COMMUNITY HOSPITAL	2550 SISTER MARY COLUMBA DRIVE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	WHITTIER	CA
	DOWNEY	CA
	REDDING	CA
	REDDING	CA
	REDDING	CA
	SUSANVILLE	CA
	GRASS VALLEY	CA
	CEDARVILLE	CA
	QUINCY	CA
	CHICO	CA
	FALL RIVER MILLS	CA
	COLUSA	CA
	RED BLUFF	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

90602	LOS ANGELES	5266980811
90241	LOS ANGELES	5269045000
96001	SHASTA	5302256102
96001	SHASTA	5302258700
96001	SHASTA	5302445454
96130	LASSEN	5302522000
95945	NEVADA	5302746000
96104	MODOC	5302796111
95971	PLUMAS	5302832121
95926	BUTTE	5303327300
96028	SHASTA	5303365511
95932	COLUSA	5304585821
96080	TEHAMA	5305298012

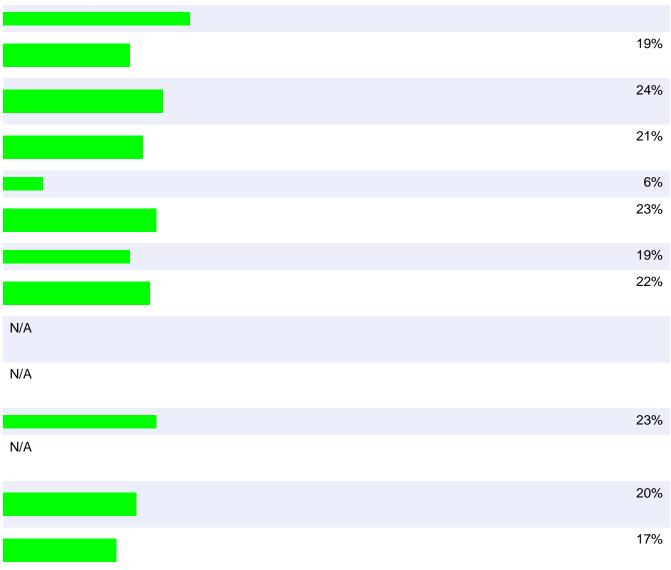
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	4%
	7%
	5%
	1%
	7%
	5%
	5%
N/A	
N/A	
	4%
N/A	
	6%
	5%

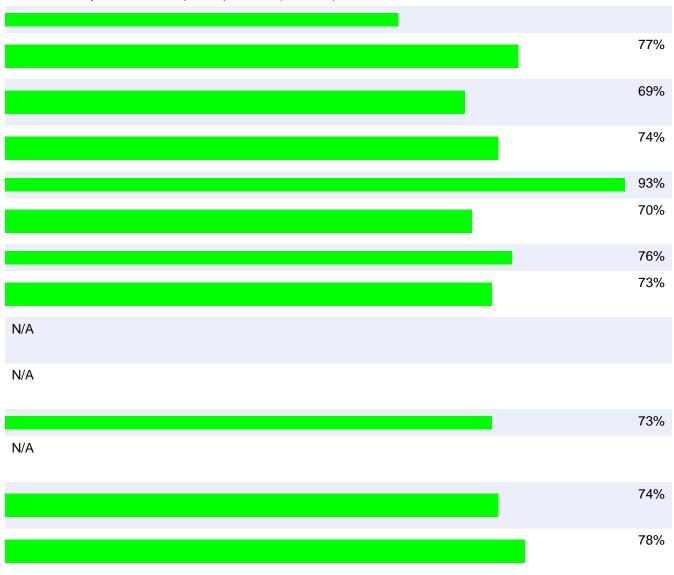
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	4%
	8%
	7%
	2%
	9%
	5%
	6%
N/A	
N/A	
	6%
N/A	
	6%
	6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Bacoa on Carvoy or rational Exponences (167411 6)	
	19%
	20%
	18%
	9%
	18%
	16%
	19%
N/A	
N/A	
	16%
N/A	
	14%
	15%

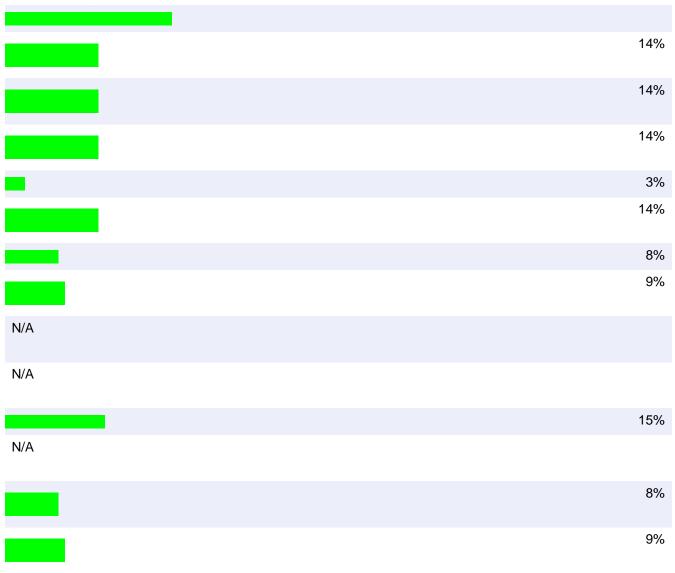
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



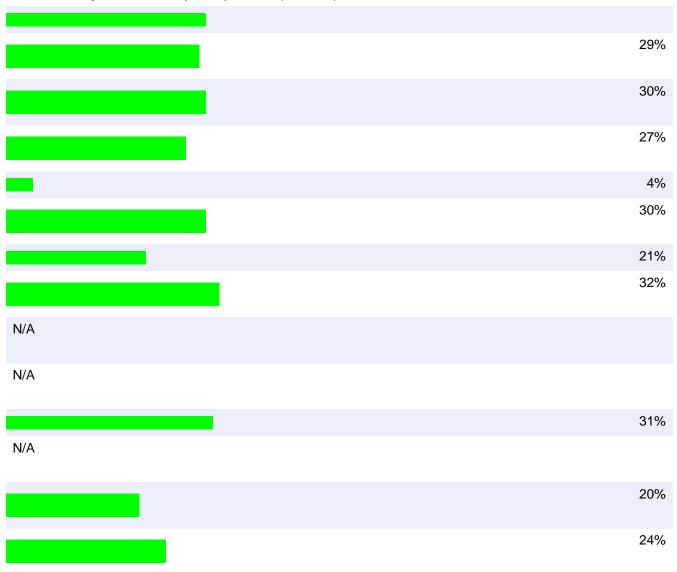
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



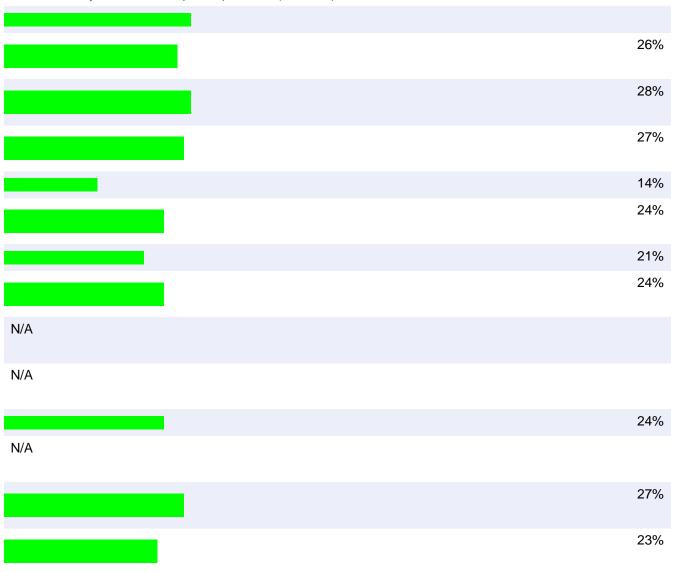
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	7%
	11%
	7%
	2%
	9%
	7%
	6%
N/A	
N/A	
	8%
N/A	
	7%
	5%

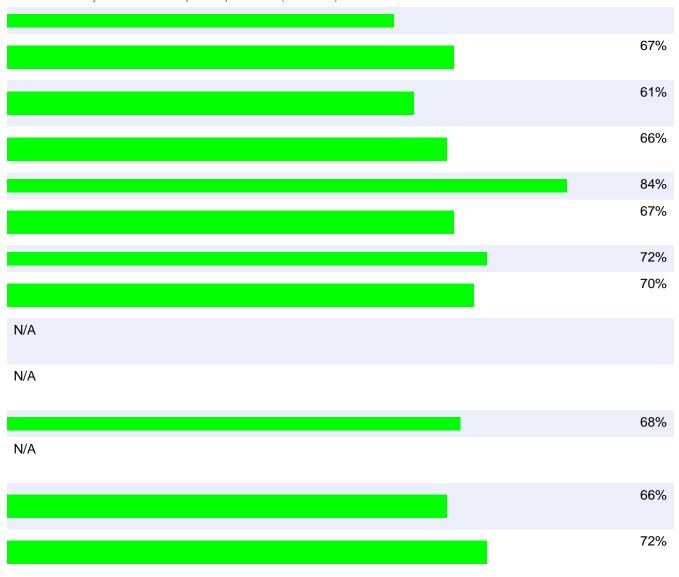
Page 223 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



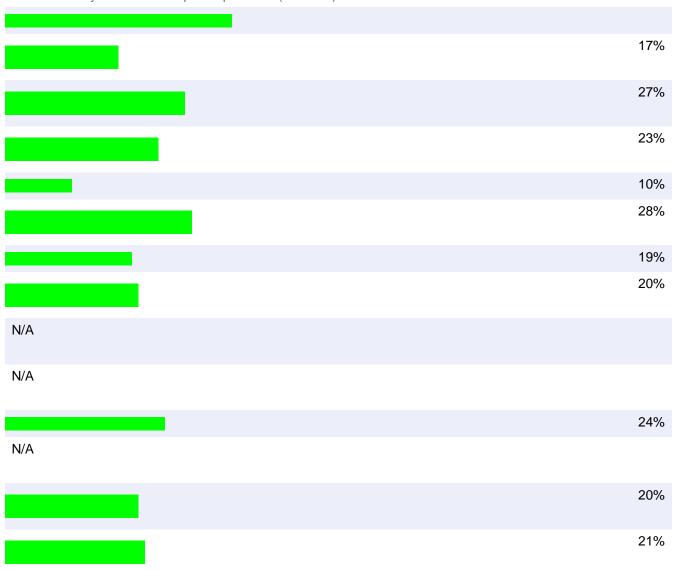
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Ductor of Curvey of Fationic Freephan Experiences (Fig. 11)	
	18%
	16%
	17%
	13%
	18%
	17%
	20%
N/A	
N/A	
	18%
N/A	
	16%
	18%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



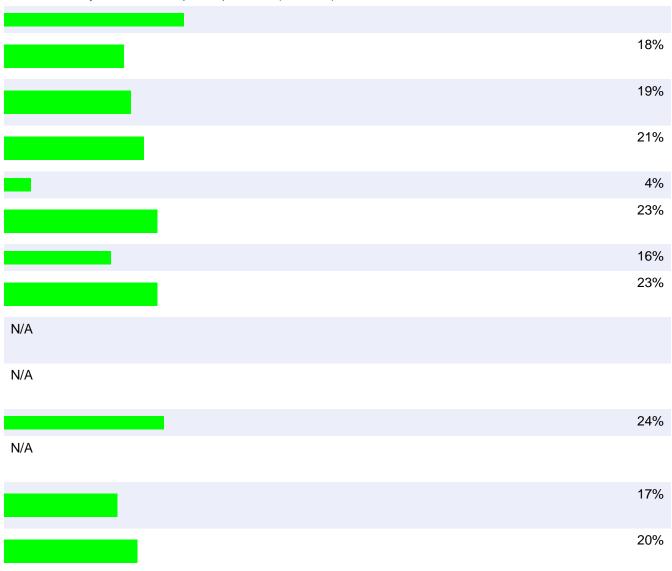
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	10%
	11%
	10%
	2%
	14%
	6%
	9%
N/A	
N/A	
	10%
N/A	
	5%
	10%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



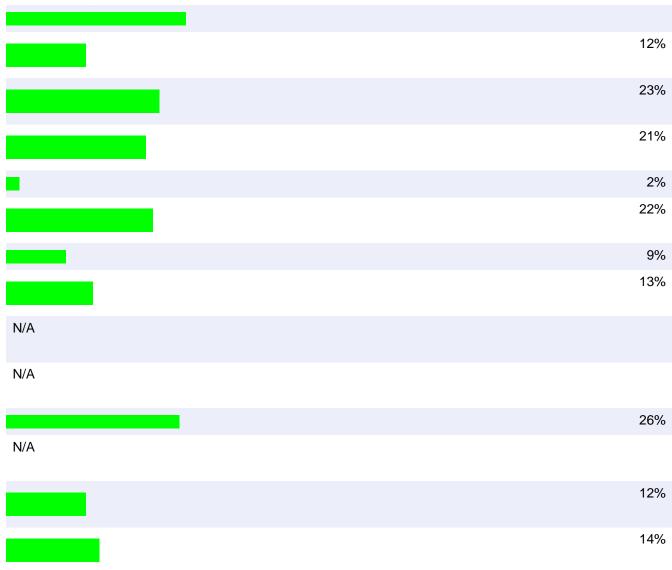
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



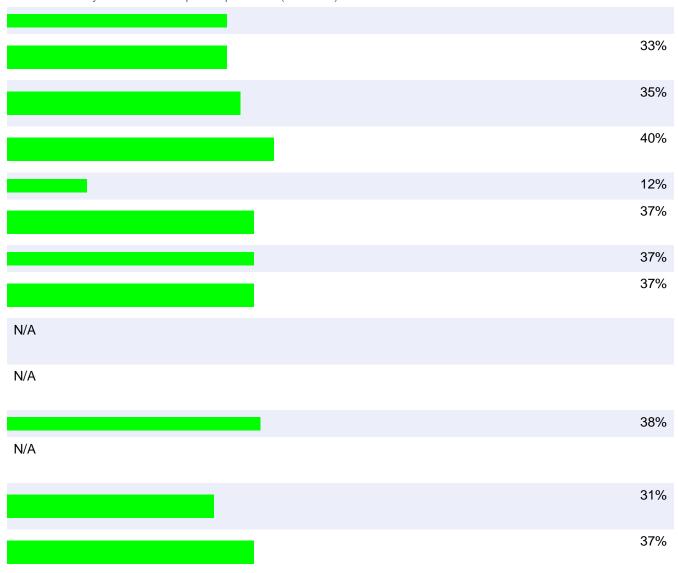
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



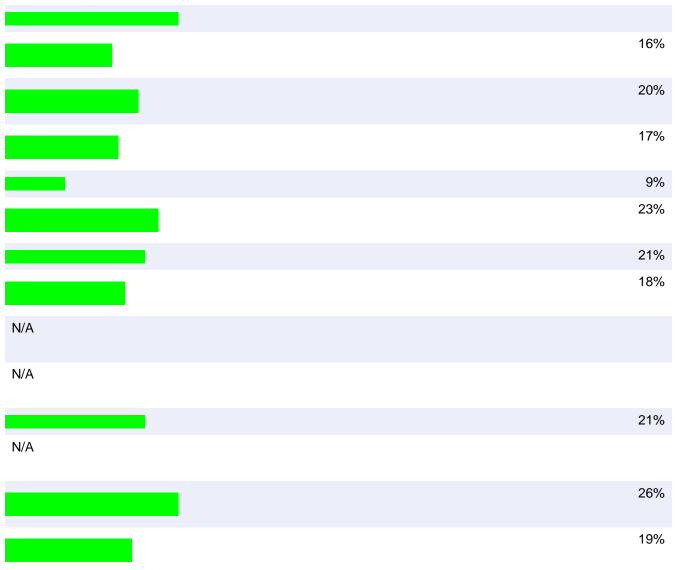
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	4%
	11%
	10%
	1%
	12%
	9%
	10%
N/A	
N/A	
	10%
N/A	
	13%
	9%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



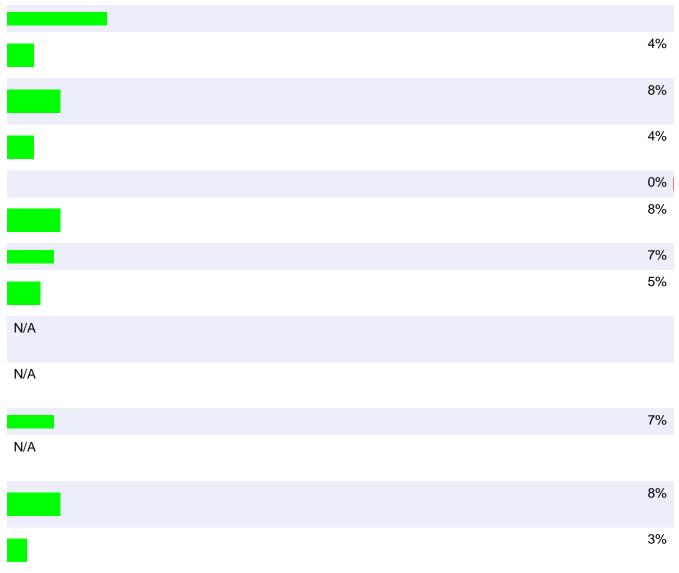
Page 238 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



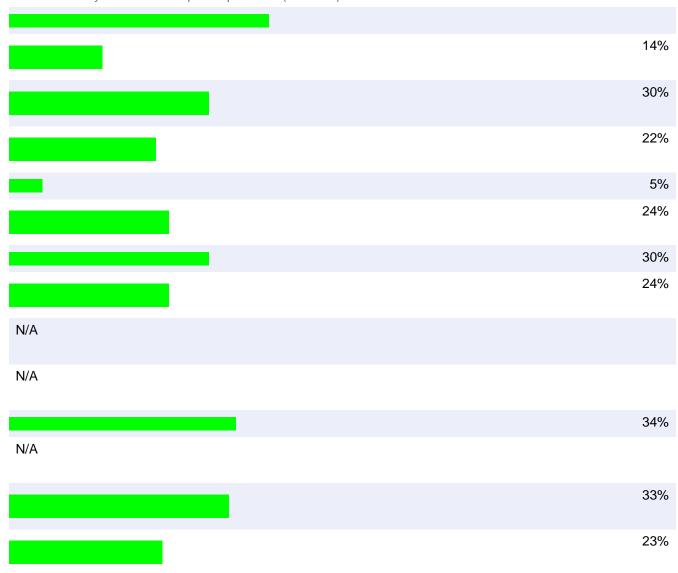
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



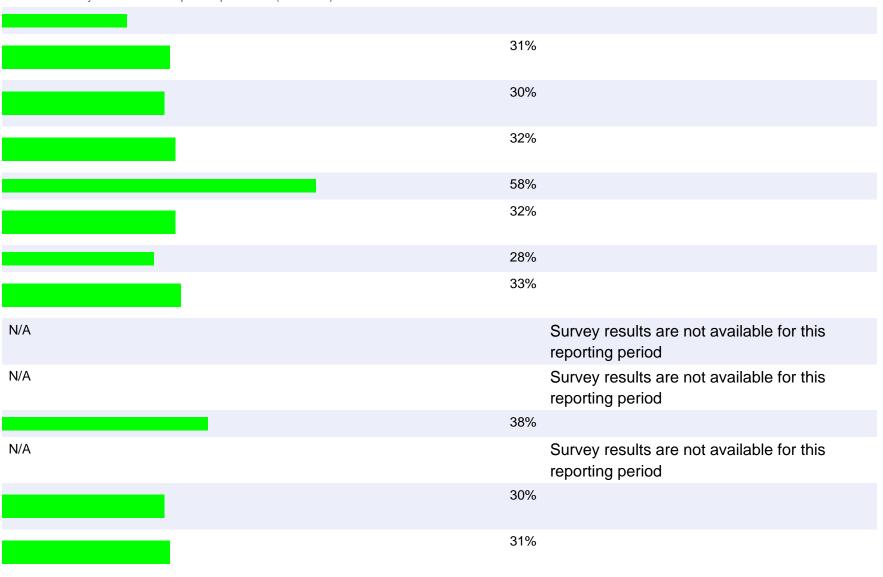
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
300 or more
Between 100 and 299
300 or more
Between 100 and 299
300 or more
N/A
N/A
300 or more
N/A
Between 100 and 299
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

,		
050030	OROVILLE HOSPITAL	2767 OLIVE HIGHWAY
050352	BARTON MEMORIAL HOSPITAL	2170 SOUTH AVENUE
051328	TAHOE FOREST HOSPITAL	10121 PINE AVE
050254	MARSHALL MEDICAL CENTER (1-RH)	1100 MARSHALL WAY
051315	TRINITY HOSPITAL	60 EASTER AVENUE
050127	WOODLAND MEMORIAL HOSPITAL	1325 COTTONWOOD STREET
050133	RIDEOUT MEMORIAL HOSPITAL	726 4TH ST
050766	SUTTER SURGICAL HOSPITAL - NORTH VALLEY	455 PLUMAS BLVD
050537	SUTTER DAVIS HOSPITAL	2000 SUTTER PLACE
051300	EASTERN PLUMAS HOSPITAL - PORTOLA CAMPUS	500 FIRST AVENUE
051316	FAIRCHILD MEDICAL CENTER	444 BRUCE STREET
051311	BIGGS GRIDLEY MEMORIAL HOSPITAL	240 SPRUCE STREET
050225	FEATHER RIVER HOSPITAL	5974 PENTZ ROAD
050498	SUTTER AUBURN FAITH HOSPITAL	11815 EDUCATION STREET
051319	MERCY MEDICAL CENTER MT SHASTA	914 PINE STREET
051306	GLENN MEDICAL CENTER	1133 W SYCAMORE ST

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatterits Trospital Experiences (FIGATIF 5)		
	OROVILLE	CA
	SOUTH LAKE TAHOE	CA
	TRUCKEE	CA
	PLACERVILLE	CA
	WEAVERVILLE	CA
	WOODLAND	CA
	MARYSVILLE	CA
	YUBA CITY	CA
	DAVIS	CA
	PORTOLA	CA
	YREKA	CA
	GRIDLEY	CA
	PARADISE	CA
	AUBURN	CA
	MOUNT SHASTA	CA
	WILLOWS	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

bacca on carroy or rationto ricopital Ex	, , , , , , , , , , , , , , , , , , , ,	
95966	BUTTE	5305338500
96158	EL DORADO	5305413420
96161	NEVADA	5305876011
95667	EL DORADO	5306221441
96093	TRINITY	5306235541
95695	YOLO	5306623961
95901	YUBA	5307494300
95991	SUTTER	5307495700
95616	YOLO	5307566440
96122	PLUMAS	5308324277
96097	SISKIYOU	5308424121
95948	BUTTE	5308465671
95969	BUTTE	5308779361
95603	PLACER	5308884500
96067	SISKIYOU	5309266111
95988	GLENN	5309341818

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	 ·	,	11%
			6%
			3%
			3%
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			5%
			10%
N/A			
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			4%
N/A			
			6%
			5%
			3%
N/A			

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	4.407
	14%
	6%
	3%
	5%
N/A	
	4%
	9%
N/A	
	5%
N/A	
	4%
N/A	
	6%
	4%
	4%
N/A	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	 ,	,	22%
			16%
			13%
			21%
N/A			
			13%
			23%
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			12%
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			17%
			16%
			14%
N/A			

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



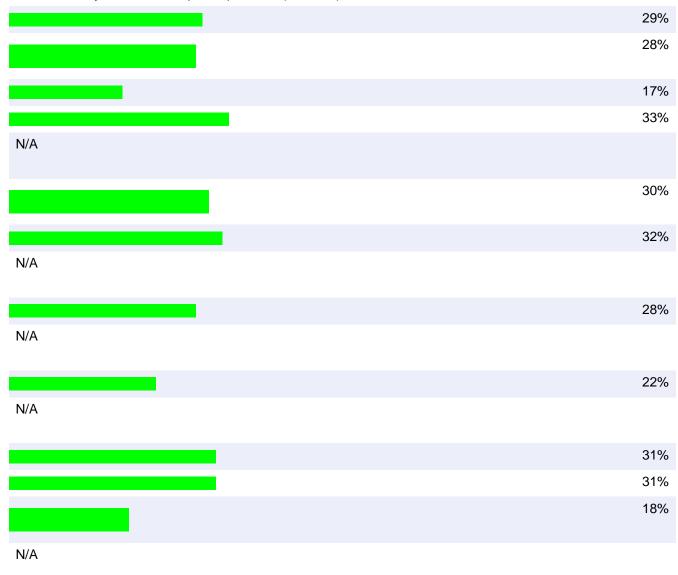
Page 254 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	23%
	11%
	7%
	6%
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	12%
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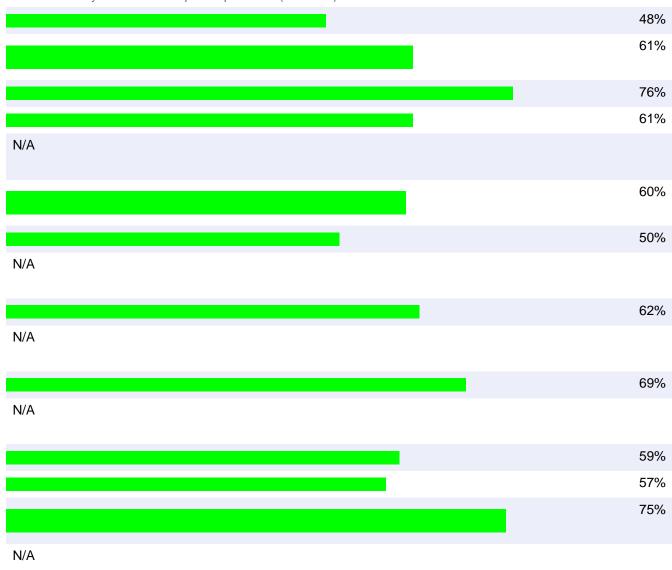
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	15%
	9%
N/A	5%
	5%
N/A	
	5%
	11%
N/A	
	6%
N/A	
	7%
N/A	
	7%
	6%
	5%
N/A	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	26%
	25%
	17%
	25%
N/A	
	27%
	28%
N/A	
	24%
N/A	
	21%
N/A	
	24%
	24%
	18%
N/A	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



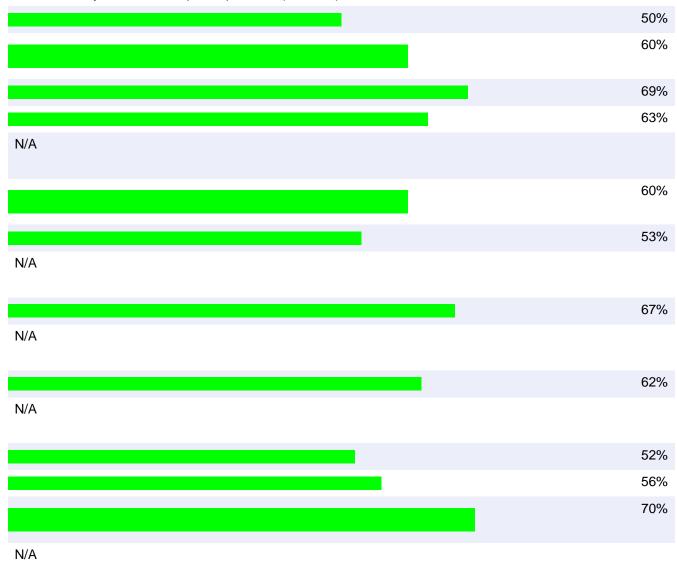
Page 261 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	 ,	16%
		19%
		18%
		19%
N/A		
		19%
		17%
N/A		
		14%
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		21%
N/A		
		22%
		21%
		14%
N/A		

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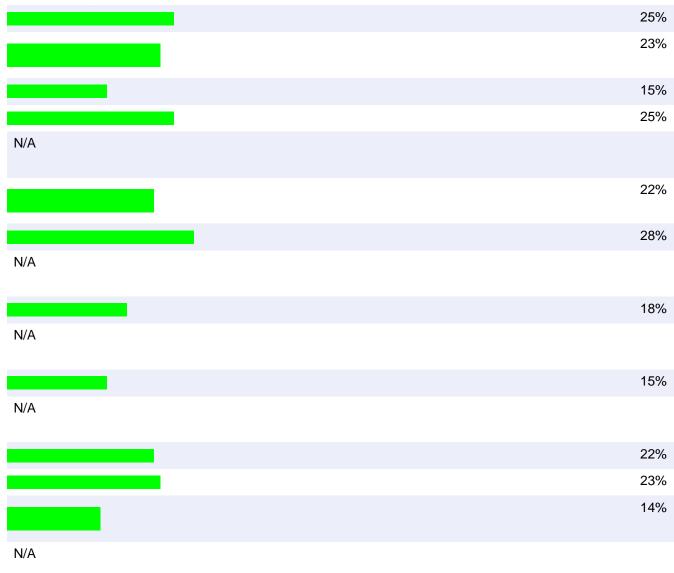
Page 263 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	14%
	9%
	5%
	6%
N/A	
	7%
	13%
N/A	
	8%
N/A	
	4%
N/A	
	7%
	8%
	7%
N/A	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



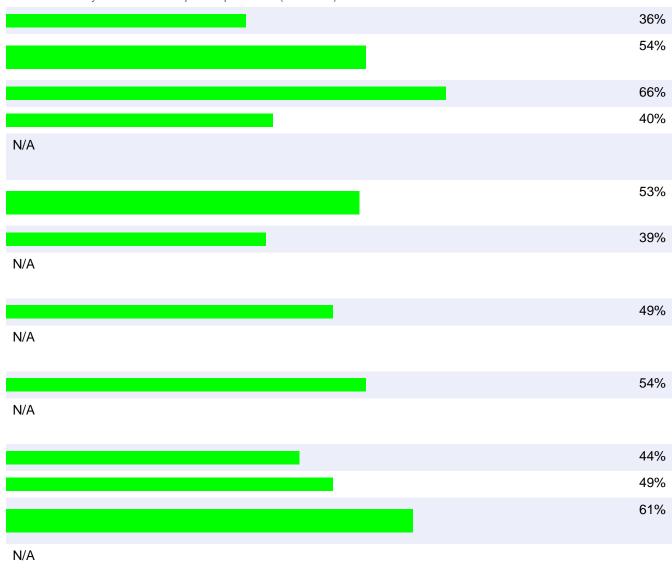
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



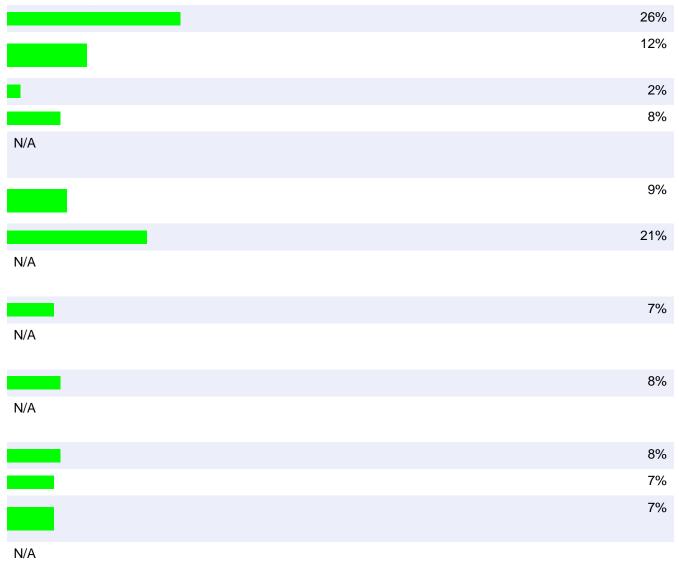
Page 270 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



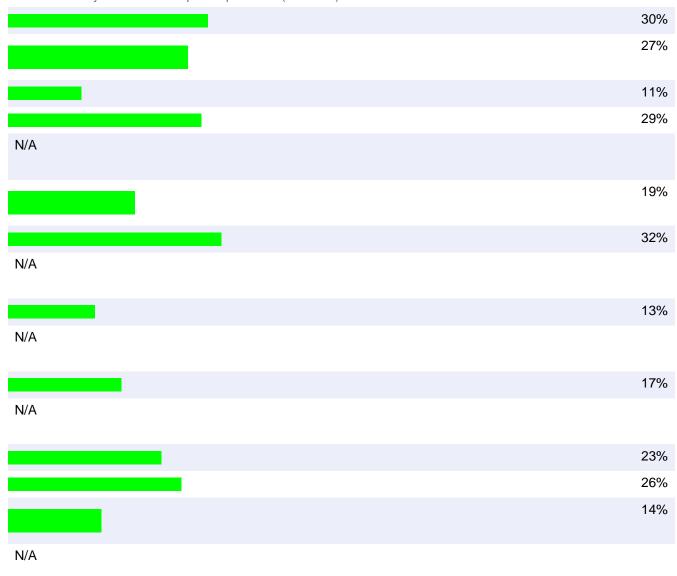
Page 271 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



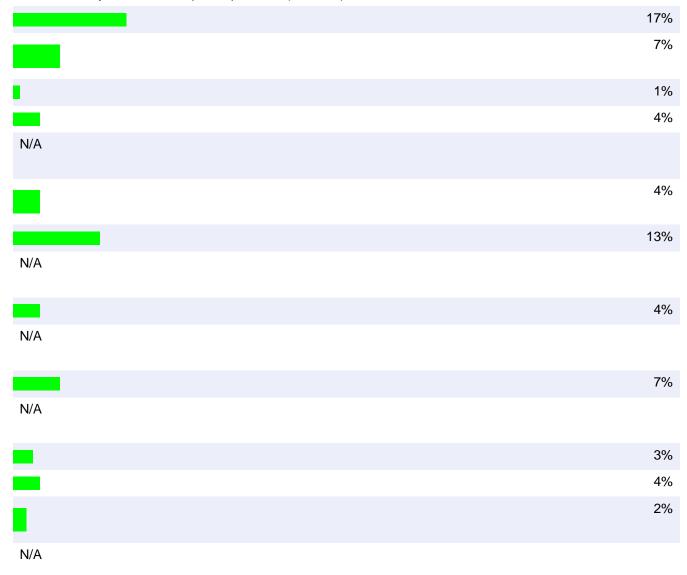
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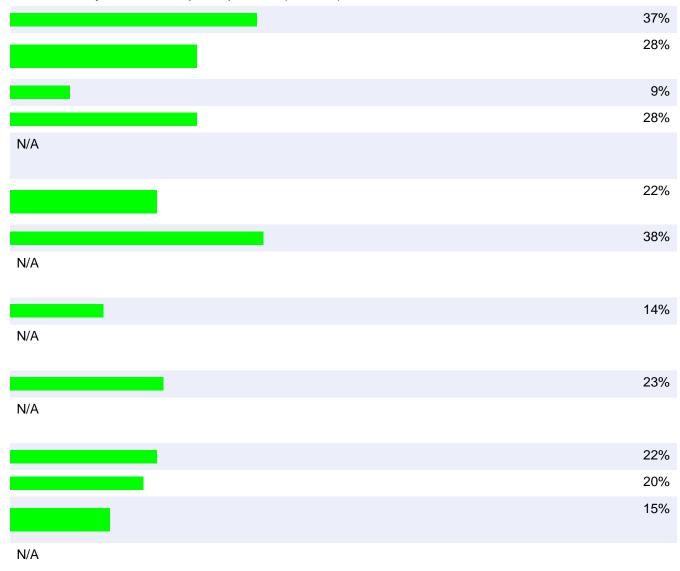
Page 274 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



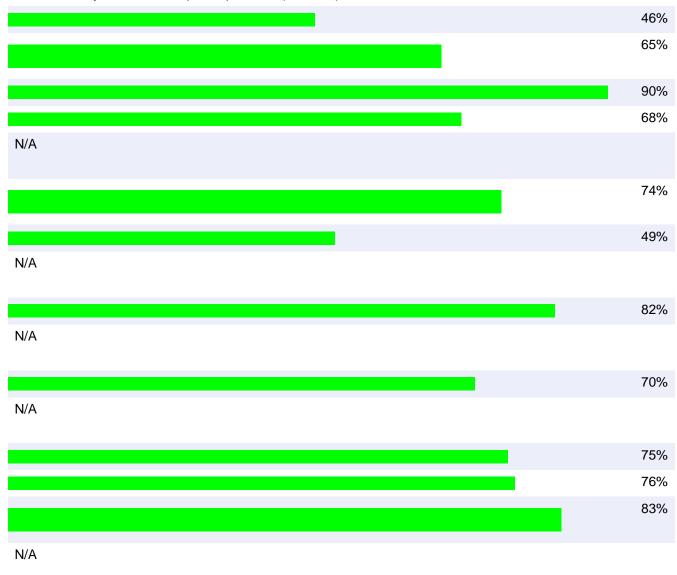
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

, ,		,	
300 or more			
N/A			
300 or more			
300 or more			
N/A			
300 or more			
N/A			
Between 100 and 299			
N/A			
300 or more			
300 or more			
300 or more			
N/A			

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on Survey of Fatients Trospital Experiences (TOATIES)		
	32%	
	36%	
	42%	
	36%	
N/A		Survey results are not available for this reporting period
	28%	
	21%	
N/A		Survey results are not available for this reporting period
	38%	
N/A		Survey results are not available for this reporting period
	37%	
N/A		Survey results are not available for this reporting period
	36%	
	39%	
	33%	
N/A		Survey results are not available for this reporting period

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	,	
050492	CLOVIS COMMUNITY MEDICAL CENTER	2755 HERNDON AVE
050708	FRESNO SURGICAL HOSPITAL	6125 NORTH FRESNO ST
050732	FRESNO HEART AND SURGICAL HOSPITAL	15 EAST AUDUBON DRIVE
050710	KAISER FOUNDATION HOSPITAL - FRESNO	7300 NORTH FRESNO ST
050093	SAINT AGNES MEDICAL CENTER	1303 E HERNDON AVE
050060	COMMUNITY REGIONAL MEDICAL CENTER	2823 FRESNO STREET
050121	HANFORD COMMUNITY MEDICAL CENTER	450 GREENFIELD AVE
050196	CENTRAL VALLEY GENERAL HOSPITAL	1025 N DOUTY ST
050057	KAWEAH DELTA MEDICAL CENTER	400 W MINERAL KING AVE
050192	SIERRA KINGS DISTRICT HOSPITAL	372 W CYPRESS AVE
050568	MADERA COMMUNITY HOSPITAL	1250 E ALMOND AVE
050359	TULARE REGIONAL MEDICAL CENTER	869 CHERRY AVENUE
050261	SIERRA VIEW DISTRICT HOSPITAL	465 W PUTNAM AVE
050682	KINGSBURG MEDICAL CENTER	1200 SMITH ST
050397	COALINGA REGIONAL MEDICAL CENTER	1191 PHELPS AVENUE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	CLOVIS	CA
	FRESNO	CA
	HANFORD	CA
	HANFORD	CA
	VISALIA	CA
	REEDLEY	CA
	MADERA	CA
	TULARE	CA
	PORTERVILLE	CA
	KINGSBURG	CA
	COALINGA	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Garvey of Fationic Troopical Experiences (TOTATES)					
93611	FRESNO	5593244000			
93710	FRESNO	5594318000			
93720	FRESNO	5594338000			
93720	FRESNO	5594484500			
93710	FRESNO	5594503000			
93715	FRESNO	5594596000			
93230	KINGS	5595829000			
93230	KINGS	5595832100			
93291	TULARE	5596242000			
93654	FRESNO	5596388155			
93637	MADERA	5596755555			
93274	TULARE	5596880821			
93257	TULARE	5597841110			
93631	FRESNO	5598975841			
93210	FRESNO	5599356400			

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Curvey of Fatiente Frospital Expenditions (Fig. 11)	
	5%
	2%
	3%
	7%
	7%
	11%
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	8%
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	9%
	12%
N/A	
	4%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based of Fourtey of Fationic Troopical Exponentics (Fig. 11) Cy	
	23%
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	16%
	23%
	21%
	24%
	24%
	24%
	20%
	26%
	27%
	20%
	27%
N/A	
	17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

( · · · · · · · ·	
	5%
	4%
	3%
	5%
	5%
	9%
	7%
	8%
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	4%
	7%
	7%
	7%
N/A	
	5%

Page 287 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Sarvey of Fatients Freehalt Experiences (Fe/fill S)	
	19%
	9%
	12%
	17%
	17%
	22%
	19%
	18%
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	20%
	19%
	15%
	21%
N/A	
	13%

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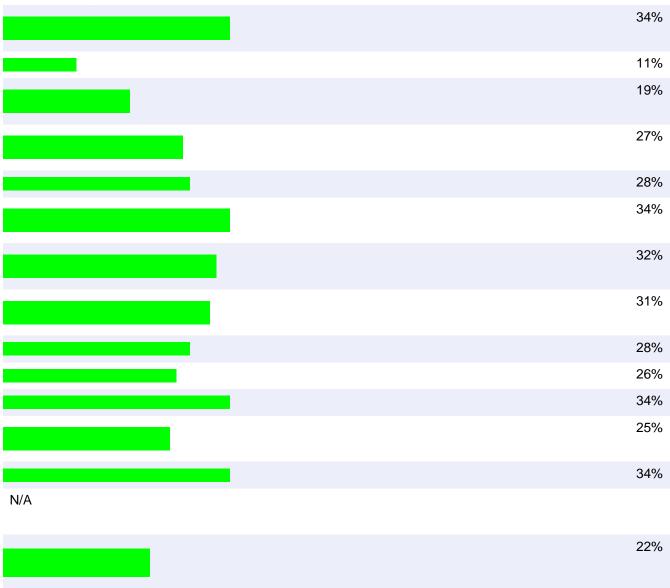
Page 289 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on early of Fatisfite Hospital Experiences (Hospital e)	
	14%
	4%
	5%
	16%
	13%
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	14%
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	18%
	15%
	18%
	21%
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	9%

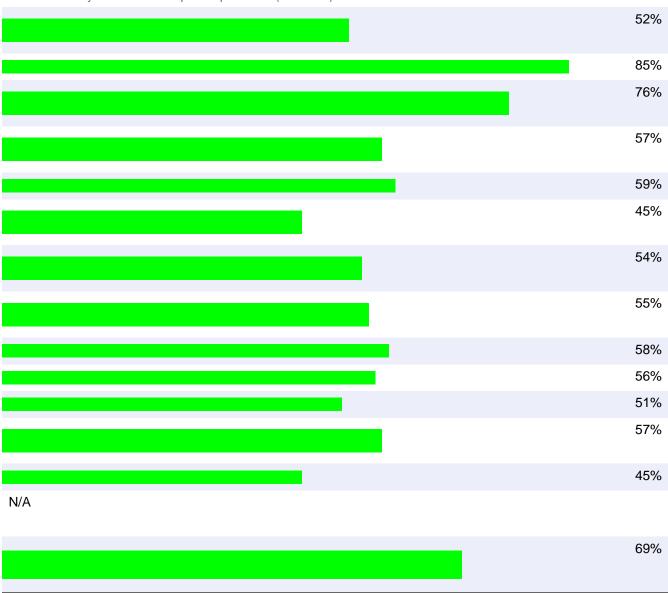
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

(,	
	8%
	5%
	2%
	7%
	6%
	10%
	8%
	10%
	8%
	8%
	9%
	12%
	14%
N/A	
	13%

Page 293 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Fatisfite Prophet Experiences (Fertili S)	
	24%
	15%
	19%
	27%
	25%
	27%
	26%
	25%
	21%
	23%
	30%
	21%
	29%
N/A	
	34%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Badda dir darvoy di Fattorita Frodpital Exponentido (Frozia il O)	
	23%
	12%
	13%
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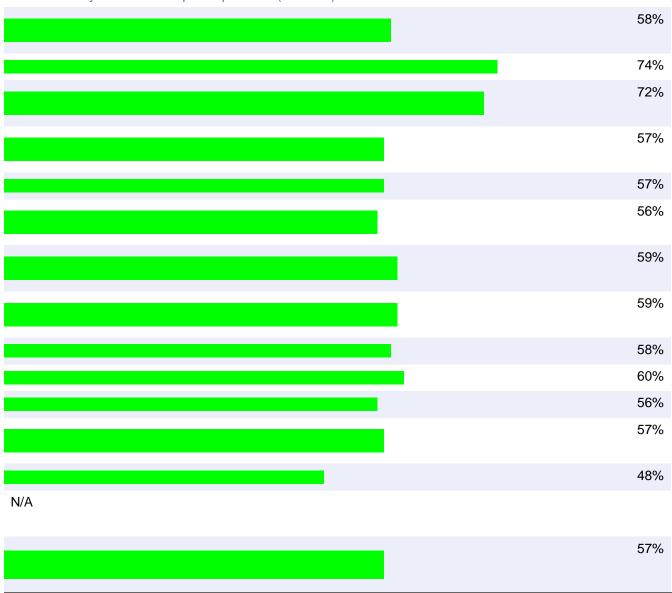
Page 296 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Garvey of Fatterine Floopital Expenditions (Flooring C)	
	19%
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	15%
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	18%
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	18%
	18%
	19%
	21%
	14%
	26%
N/A	
	13%

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Page 298 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Carvey of Fallonia Prospital Exponentics (Fig. 11)	
	11%
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	6%
	10%
	10%
	13%
	8%
	10%
	14%
	19%
	10%
	20%
	13%
N/A	
	6%

Page 299 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Garvey of Fationic Freepital Experiences (Feb. 111 C)	
	19%
	9%
	11%
	22%
	21%
	25%
	25%
	23%
	26%
	18%
	22%
	19%
	23%
N/A	
	17%

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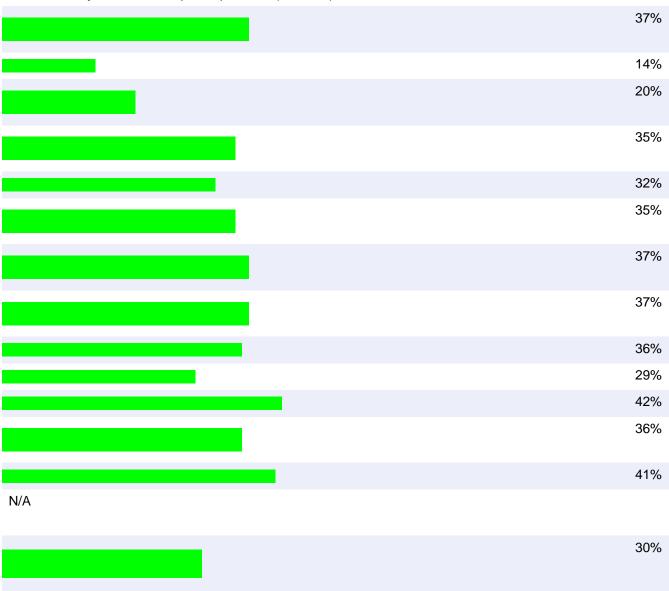
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based off Survey of Fatients Trospital Experiences (TICATIFS)	
	20%
	3%
	4%
	16%
	17%
	25%
	24%
	20%
	16%
	18%
	22%
	22%
	16%
N/A	
	28%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Patients Trospital Experiences (TOATPS)	
	19%
	9%
	11%
	20%
	19%
	23%
	19%
	22%
	20%
	27%
	21%
	26%
	21%
N/A	
	34%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

· · · · · · · · · · · · · · ·	
	8%
	3%
	3%
	9%
	7%
	12%
	13%
	12%
	11%
	14%
	11%
	12%
	17%
N/A	
	18%

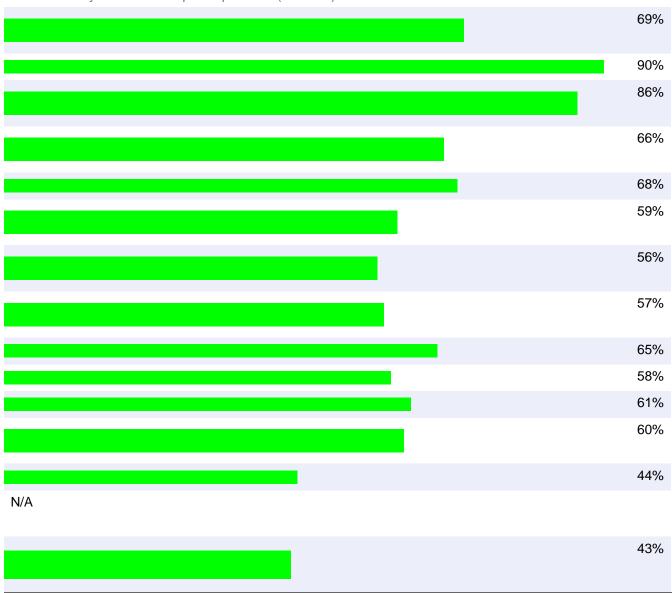
Page 307 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)	
	23%
	7%
	11%
	25%
	25%
	29%
	31%
	31%
	24%
	28%
	28%
	28%
	39%
N/A	
	39%

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Page 309 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Garvey of Fationte Prophet Experiences (Fig. 11)	
	4%
	2%
	1%
	5%
	4%
	6%
	7%
	8%
	5%
	10%
	6%
	8%
	13%
N/A	
	11%

Page 310 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)	
	22%
	7%
	11%
	25%
	23%
	31%
	34%
	35%
	28%
	30%
	37%
	34%
	43%
N/A	
	48%

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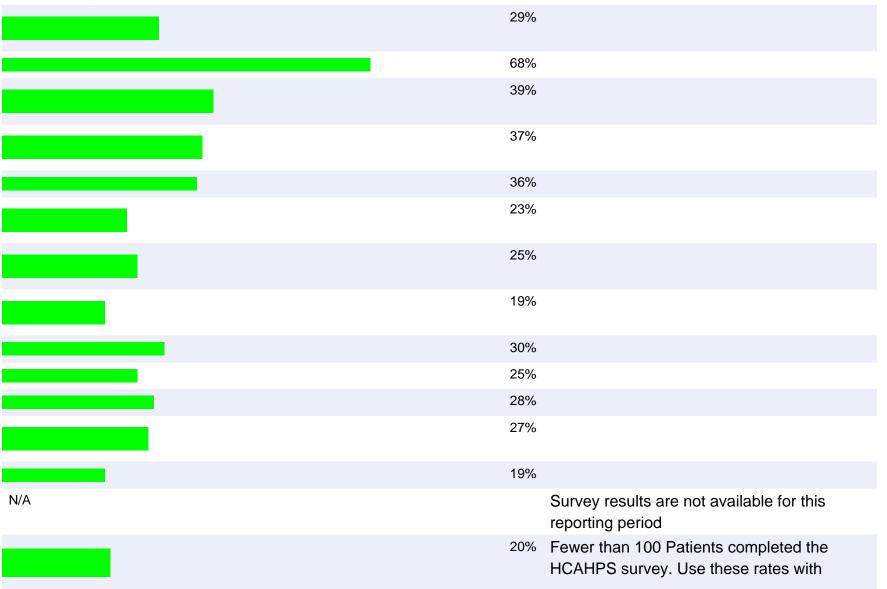
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more	
300 or more	
Between 100 and 299	
300 or more	
Between 100 and 299	
300 or more	
Between 100 and 299	
300 or more	
300 or more	
300 or more	
N/A	
Fewer than 100	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

050349	CORCORAN DISTRICT HOSPITAL	1310 HANNA AVE
050717	LAC/RANCHO LOS AMIGOS NATIONAL REHABILITATION CTR	7601 EAST IMPERIAL HIGHWAY
050139	KAISER FOUNDATION HOSPITAL - DOWNEY	9333 IMPERIAL HIGHWAY
050191	ST MARY MEDICAL CENTER	1050 LINDEN AVE
050727	COMMUNITY HOSPITAL OF LONG BEACH	1720 TERMINO AVENUE
050277	PACIFIC HOSPITAL OF LONG BEACH	2776 PACIFIC AVE
050581	LAKEWOOD REGIONAL MEDICAL CENTER	3700 E SOUTH ST
050551	LOS ALAMITOS MEDICAL CENTER	3751 KATELLA AVENUE
050575	TRI-CITY REGIONAL MEDICAL CENTER	21530 S PIONEER BLVD
050219	COAST PLAZA HOSPITAL	13100 STUDEBAKER RD
050531	BELLFLOWER MEDICAL CENTER	9542 E ARTESIA BLVD
050485	LONG BEACH MEMORIAL MEDICAL CENTER	2801 ATLANTIC AVE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

CORCORAN	CA
DOWNEY	CA
DOWNEY	CA
LONG BEACH	CA
LONG BEACH	CA
LONG BEACH	CA
LAKEWOOD	CA
LOS ALAMITOS	CA
HAWAIIAN GARDENS	CA
NORWALK	CA
BELLFLOWER	CA
LONG BEACH	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

93212	KINGS	5599925051
90242	ORANGE	5624017022
90242	LOS ANGELES	5624616007
90813	LOS ANGELES	5624919000
90804	LOS ANGELES	5624940600
90806	LOS ANGELES	5625951911
90712	LOS ANGELES	5626026751
90720	ORANGE	5627993220
90716	LOS ANGELES	5628600401
90650	LOS ANGELES	5628683751
90706	LOS ANGELES	5629258355
90806	LOS ANGELES	5629332000

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Passed on early of Fatishio Frospital Experiences (Floriding)	
	17%
	6%
	6%
	7%
	8%
	13%
	8%
	8%
	12%
	15%
	17%
	8%

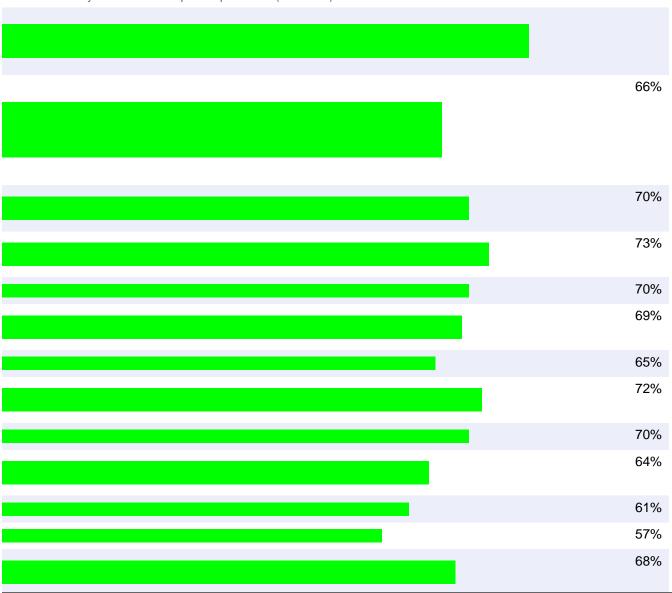
Page 319 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Carvey of Fationic Freephan Exponentials (1974)	
	17%
	24%
	21%
	23%
	23%
	22%
	20%
	22%
	24%
	24%
	26%
	24%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)	
	20%
	4%
	5%
	7%
	8%
	10%
	4%
	5%
	7%
	11%
	10%
	7%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatterits Trospital Experiences (TIOALIFS)	
	19%
	18%
	15%
	19%
	19%
	17%
	16%
	15%
	18%
	20%
	21%
	19%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatients Thospital Experiences (TICALIFS)	
	33%
	14%
	12%
	18%
	12%
	18%
	15%
	14%
	19%
	23%
	28%
	15%

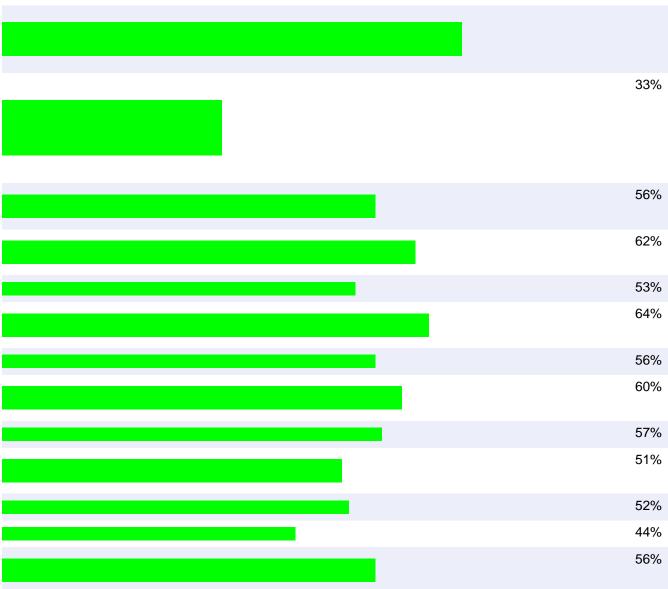
Page 325 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatients Trospital Experiences (FICATIFS)	
	34%
	30%
	26%
	29%
	24%
	26%
	25%
	29%
	30%
	25%
	28%
	29%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Curvey of Fallenia Propher Expensions (Floring Co	
	27%
	7%
	7%
	9%
	6%
	12%
	10%
	8%
	11%
	17%
	14%
	11%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of Survey of Fatients Trospital Experiences (FIGALIFS)	
	14%
	32%
	24%
	28%
	23%
	27%
	21%
	23%
	26%
	30%
	27%
	25%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatterits Trospital Experiences (TIOALIFS)	
	14%
	23%
	21%
	26%
	24%
	29%
	25%
	26%
	29%
	35%
	33%
	27%

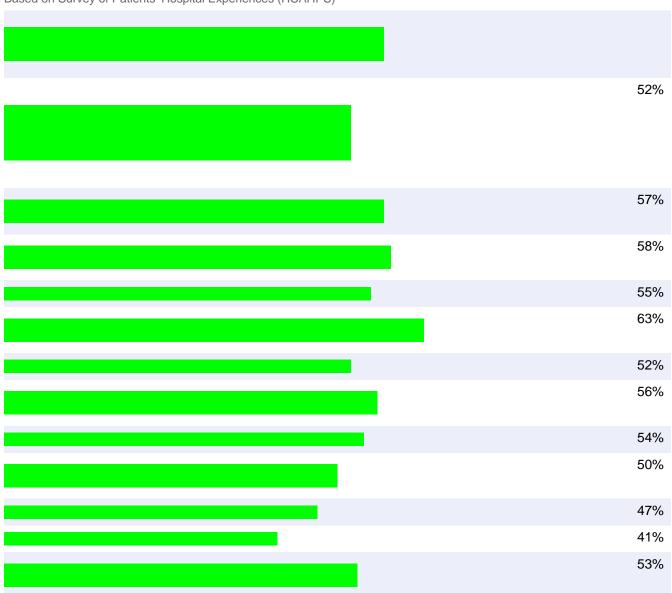
Page 331 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatients Thospital Experiences (TIOATTFS)	
	34%
	20%
	21%
	19%
	13%
	19%
	19%
	20%
	21%
	18%
	26%
	20%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Curvey of Fationic Floophar Exponences (Flora in C)	
	26%
	8%
	8%
	10%
	8%
	9%
	11%
	12%
	14%
	15%
	15%
	9%

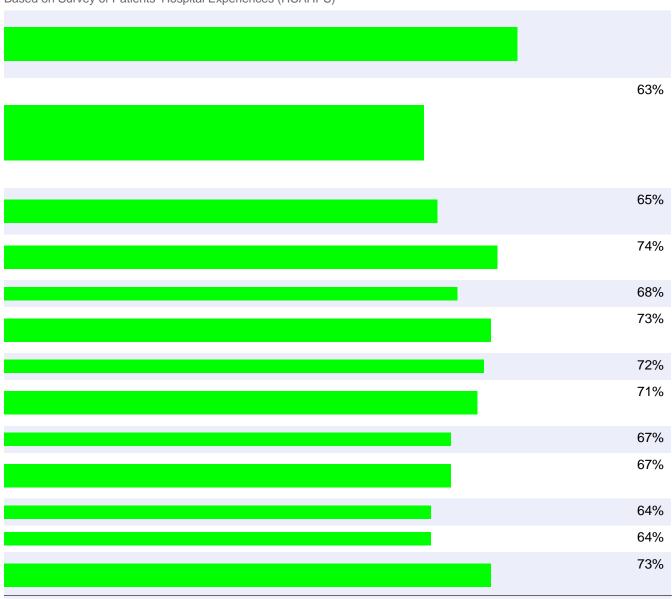
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)	
	11%
	27%
	18%
	22%
	19%
	19%
	18%
	21%
	19%
	21%
	21%
	18%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)	
	26%
	16%
	12%
	16%
	21%
	22%
	20%
	26%
	21%
	31%
	27%
	23%

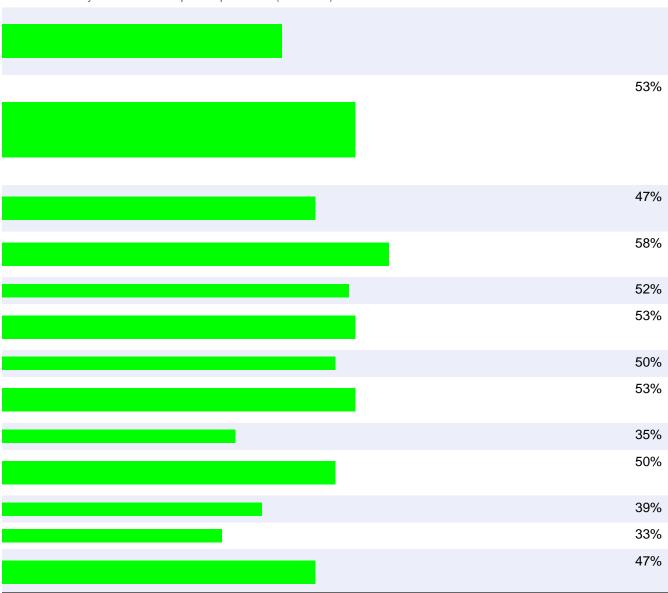
Page 337 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatients Thospital Experiences (TIOATTFS)	
	21%
	37%
	30%
	32%
	26%
	28%
	27%
	39%
	29%
	30%
	40%
	30%

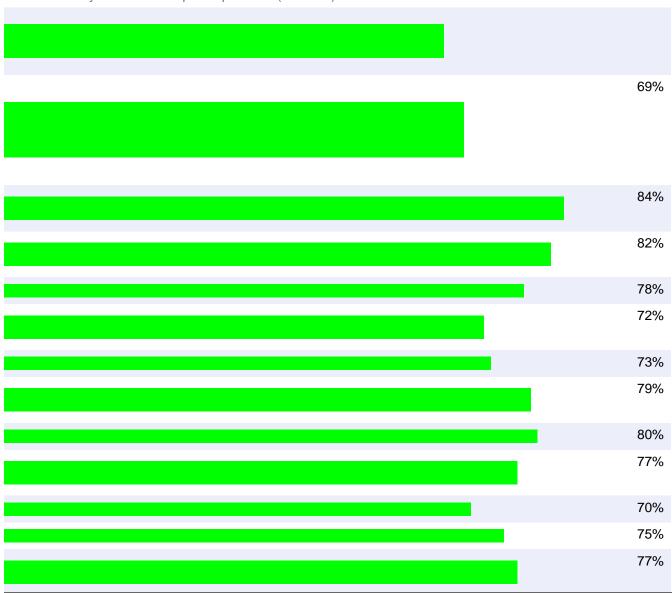
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Carvey of Fationic Freephan Exponenties (Fig. 11)	
	31%
	16%
	18%
	22%
	28%
	27%
	21%
	20%
	23%
	30%
	25%
	23%

Page 341 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on Survey of Fatients Trospital Experiences (TICALIFS)	
	31%
	6%
	8%
	11%
	13%
	19%
	11%
	11%
	14%
	26%
	21%
	8%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)	
	27%
	21%
	17%
	22%
	27%
	28%
	27%
	26%
	26%
	26%
	32%
	25%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



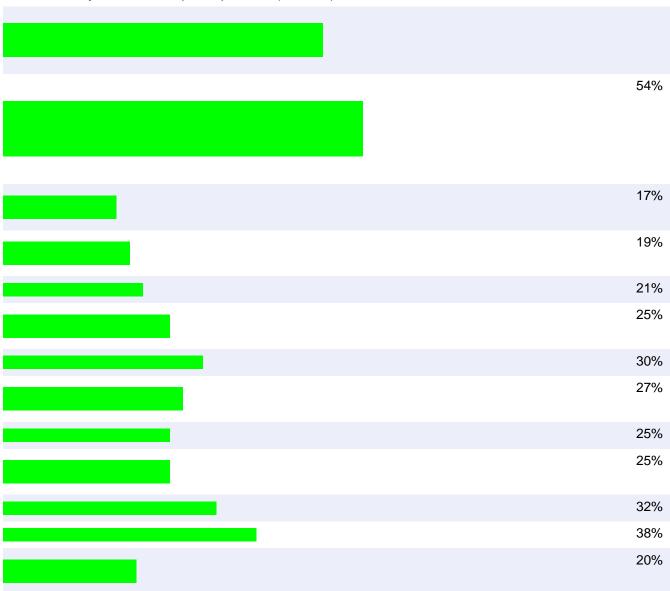
Page 344 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Carvey of Fationic Freepital Experiences (Fig. 4)	
	27%
	3%
	5%
	6%
	11%
	13%
	8%
	8%
	12%
	19%
	17%
	4%

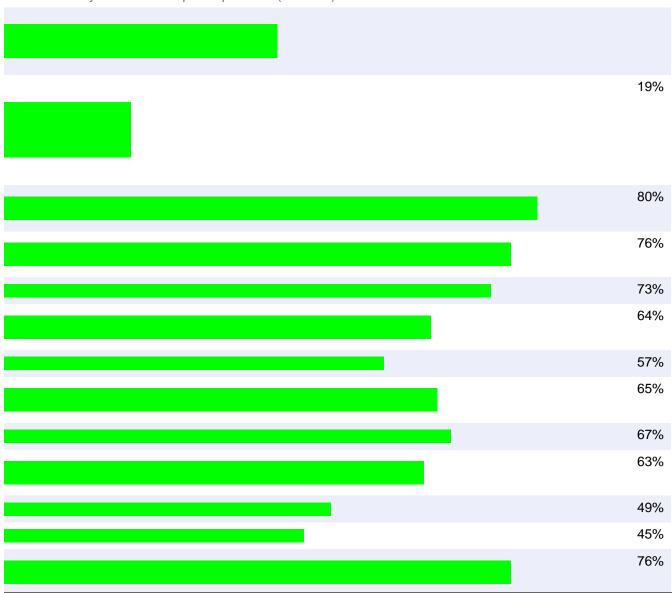
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Fewer than 100

300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)	
	caution, as the number of surveys may be too low to reliably assess hospital performance
	11% Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
	27%
	29%
	21%
	29%
	19%
	32%
	38%
	17%
	16%
	16%
	26%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

IA RD
RADO ROAD
VΕ
ECT PLACE
SMONT CENTER 58
FOURTH STREET
AL CENTER
AVE
ARBOR DRIVE
TUNAS DRIVE
ROUTE 66
IGE AVE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	WHITTIER	CA
	SAN DIEGO	CA
	SAN DIEGO	CA
	CORONADO	CA
	LA MESA	CA
	NATIONAL CITY	CA
	CHULA VISTA	CA
	SAN DIEGO	CA
	SAN DIEGO	CA
	SAN GABRIEL	CA
	GLENDORA	CA
	WEST COVINA	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

, , , , , , , , , , , , , , , , , , , ,		
90605	LOS ANGELES	5629453561
92120	SAN DIEGO	6192293172
92103	SAN DIEGO	6192948111
92118	SAN DIEGO	6194356251
91942	SAN DIEGO	6194650711
91950	SAN DIEGO	6194704321
91911	SAN DIEGO	6195025800
92120	SAN DIEGO	6195285000
92103	SAN DIEGO	6195436222
91778	LOS ANGELES	6262895454
91740	LOS ANGELES	6263350231
91790	LOS ANGELES	6263388481

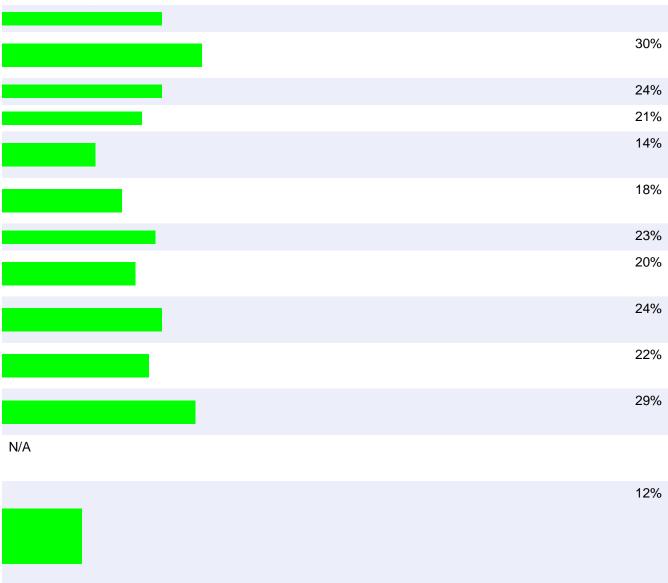
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Bacca on Carvey of Fationic Froepital Expenditions (Fig. 11)	
	10%
	7%
	7%
	2%
	5%
	11%
	5%
	6%
	5%
	9%
N/A	
	1%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Duest on Curvey of Fationic Froephan Expensioned (Fig. 11) Cy	
	10%
	7%
	6%
	4%
	6%
	10%
	7%
	5%
	4%
	8%
N/A	
	2%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on early of a district respital Experiences (Fig. 1) in Sy	
	22%
	17%
	16%
	13%
	17%
	18%
	18%
	17%
	18%
	22%
N/A	
	14%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



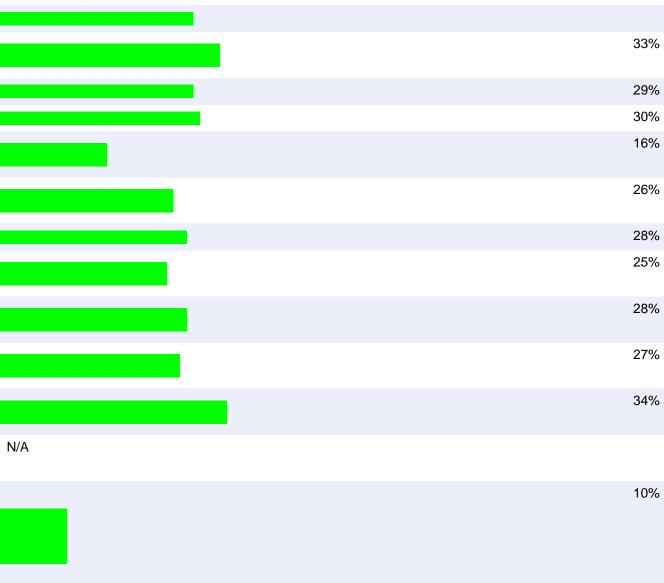
Page 359 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dubble of Curvey of Fatiente Froephan Experiences (Fig. 11)	
	21%
	16%
	13%
	5%
	10%
	19%
	13%
	13%
	12%
	17%
N/A	
	4%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



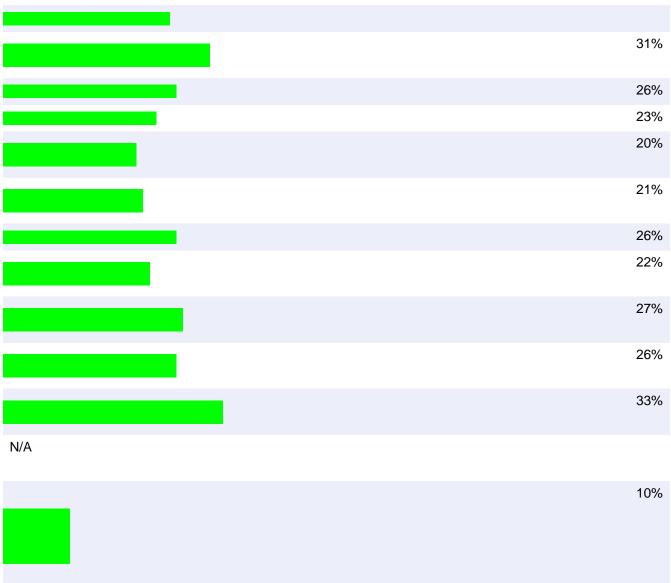
Page 362 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	12%
	9%
	8%
	4%
	5%
	15%
	7%
	8%
	6%
	10%
N/A	
	2%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



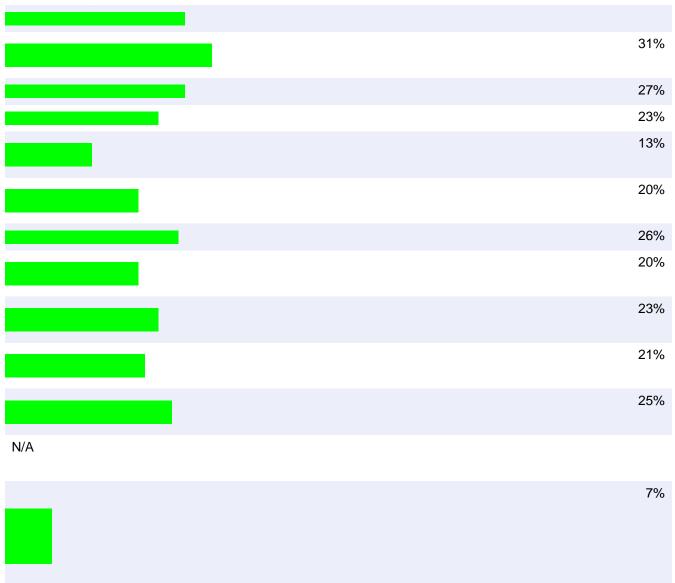
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on edivey of rationic risophar Experiences (Fig. 1).	
	21%
	20%
	18%
	14%
	19%
	19%
	19%
	20%
	20%
	20%
N/A	
	17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Carvey of Fationic Freehalt Experiences (Freehalt C)	
	8%
	11%
	11%
	5%
	10%
	12%
	9%
	12%
	8%
	8%
N/A	
	1%

Page 369 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on early of rational recognition and the control of the cont	
	23%
	22%
	23%
	15%
	23%
	21%
	19%
	27%
	25%
	29%
N/A	
	6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on edivey of radionic risophar Experiences (Fieralli e)	
	23%
	21%
	17%
	9%
	16%
	17%
	18%
	22%
	15%
	16%
N/A	
	3%

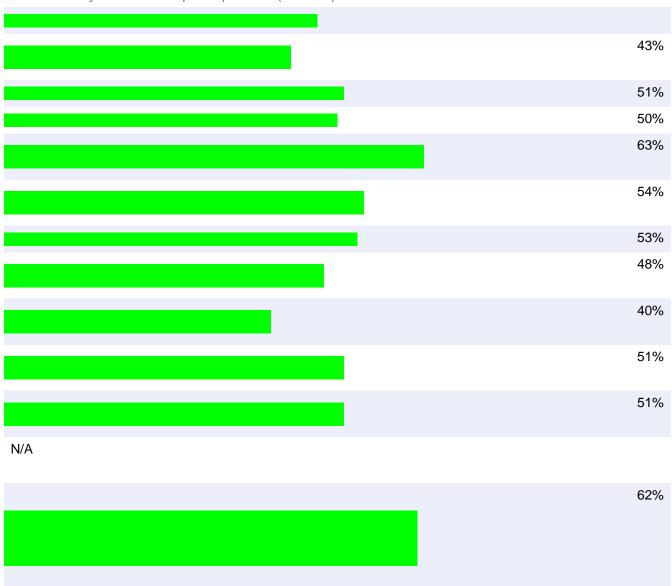
Page 372 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Prospital Experiences (FIGALIFS)	
	34%
	28%
	33%
	28%
	30%
	30%
	34%
	38%
	34%
	33%
N/A	
	35%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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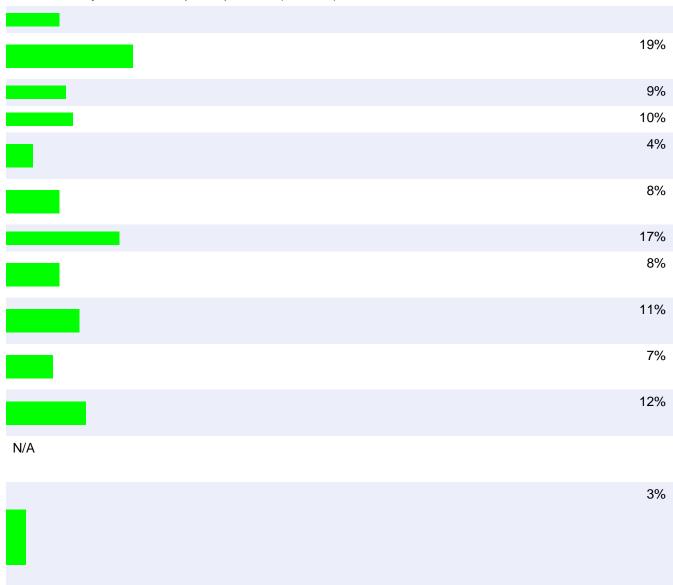
Page 375 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on early of Fationic Freehalt Experiences (Fig. 11)	
	30%
	18%
	18%
	10%
	18%
	23%
	17%
	16%
	19%
	23%
N/A	
	2%

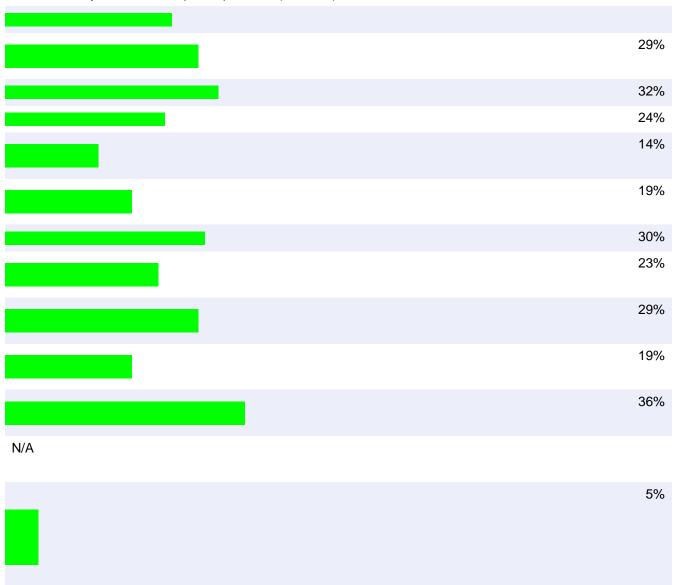
Page 376 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



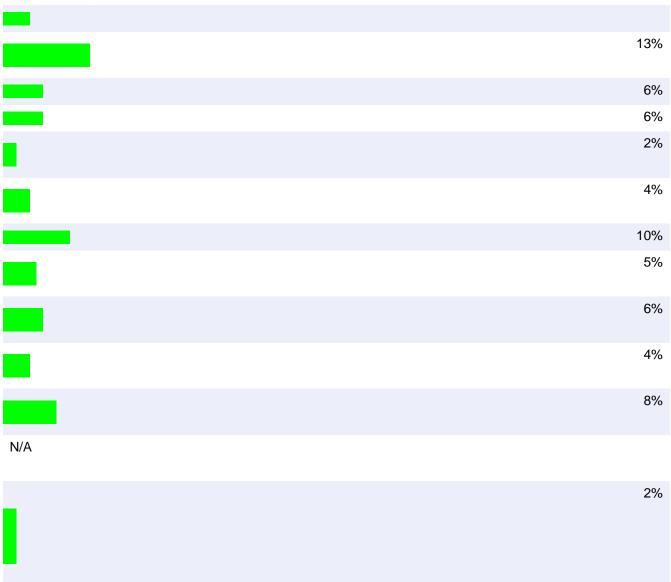
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



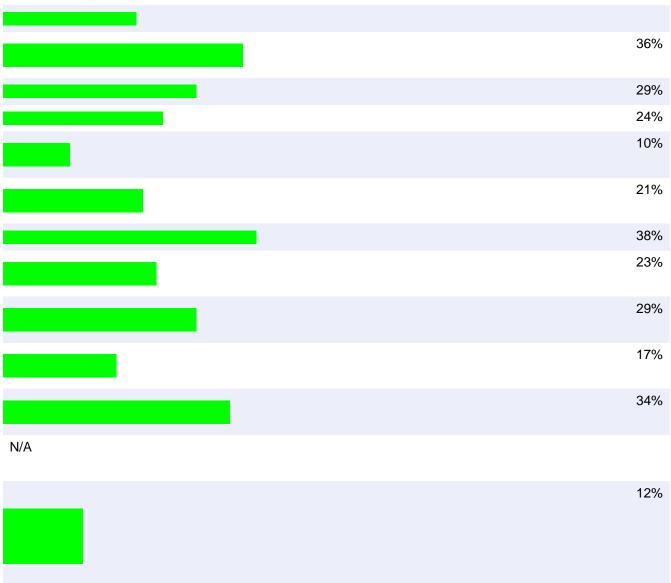
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)	
	21%
	25%
	27%
	56%
	31%
	17%
	32%
	36%
	32%
	22%
N/A	Survey results are not available for this reporting period
	18% Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

050738	GREATER EL MONTE COMMUNITY HOSPITAL	1701 SANTA ANITA AVE
050438	HUNTINGTON MEMORIAL HOSPITAL	100 W CALIFORNIA BLVD
050238	METHODIST HOSPITAL OF SOUTHERN CA	300 W HUNTINGTON DR
050281	ALHAMBRA HOSPITAL MEDICAL CENTER	100 S RAYMOND AVE
050736	MONTEREY PARK HOSPITAL	900 S ATLANTIC BLVD
050737	GARFIELD MEDICAL CENTER	525 N GARFIELD AVE
050382	CITRUS VALLEY MEDICAL CENTER-IC CAMPUS	210 W SAN BERNARDINO ROAD
050723	KAISER FOUNDATION HOSPITAL - BALDWIN PARK	1011 BALDWIN PARK BLVD
050597	FOOTHILL PRESBYTERIAN HOSPITAL	250 S GRAND AVE
050541	KAISER FOUNDATION HOSPITAL - REDWOOD CITY	1150 VETERANS BLVD
050754	MENLO PARK SURGICAL HOSPITAL	570 WILLOW ROAD
050197	SEQUOIA HOSPITAL	170 ALAMEDA DE LAS PULGAS
050113	SAN MATEO MEDICAL CENTER	222 W 39TH AVE
050007	PENINSULA MEDICAL CENTER	1501 TROUSDALE DRIVE
050441	STANFORD HOSPITAL	300 PASTEUR DRIVE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)		
	SOUTH EL MONTE	CA
	PASADENA	CA
	ARCADIA	CA
	ALHAMBRA	CA
	MONTEREY PARK	CA
	MONTEREY PARK	CA
	COVINA	CA
	BALDWIN PARK	CA
	GLENDORA	CA
	REDWOOD CITY	CA
	MENLO PARK	CA
	REDWOOD CITY	CA
	SAN MATEO	CA
	BURLINGAME	CA
	STANFORD	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

, ,	7	
91733	LOS ANGELES	6263507975
91109	LOS ANGELES	6263975000
91006	LOS ANGELES	6264454441
91801	LOS ANGELES	6265701606
91754	LOS ANGELES	6265709000
91754	LOS ANGELES	6265732222
91723	LOS ANGELES	6268142468
91706	LOS ANGELES	6268511011
91740	LOS ANGELES	6269638411
94063	SAN MATEO	6502992000
94025	SAN MATEO	6503248500
94062	SAN MATEO	6503675551
94403	SAN MATEO	6505732222
94010	SAN MATEO	6506965270
94305	SANTA CLARA	6507235708

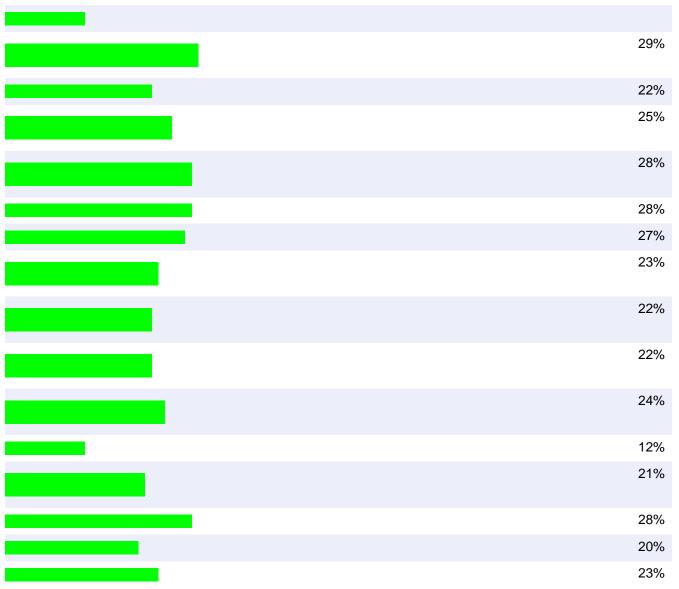
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

14%
6%
7%
8%
11%
10%
8%
6%
6%
7%
2%
5%
10%
3%
5%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

13%
6%
5%
8%
10%
9%
8%
5%
6%
5%
2%
4%
8%
5%
5%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

23%
18%
18%
22%
21%
22%
22%
13%
20%
15%
7%
12%
21%
17%
18%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Sarvey of Fatterno Freshall Experiences (Freshall S)	
	21%
	13%
	20%
	14%
	20%
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	10%
	14%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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	31%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

17%
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

21%
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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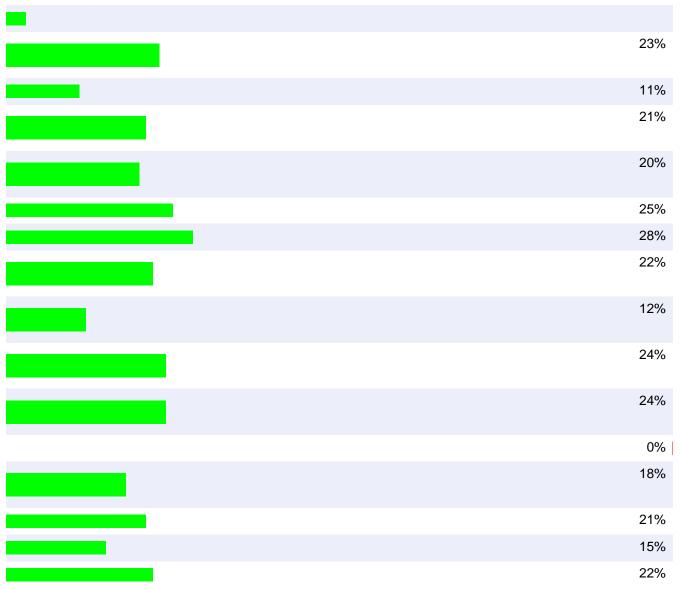
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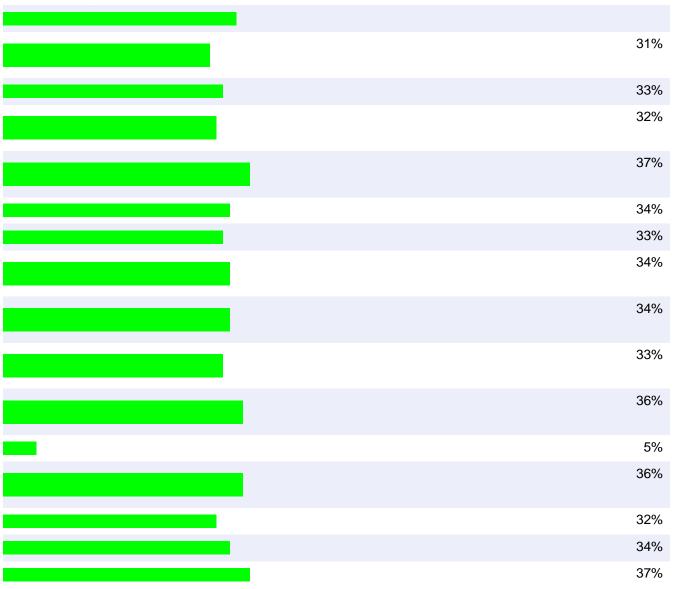
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



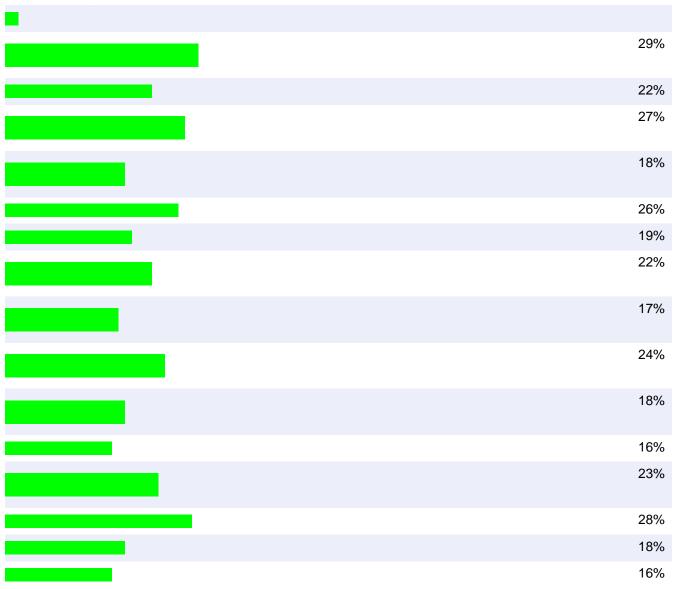
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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22%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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4%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Between 100 and 299
300 or more
Between 100 and 299
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dadod Sir Garvey of Fattorite Prospital Experiorises (Floralities)	performance
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	23%
	38%
	37%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	,	 ,		
050070			KAISER FOUNDATION HOSPITAL - SOUTH SAN FRANCISCO	1200 EL CAMINO REAL
050308			EL CAMINO HOSPITAL	2500 GRANT ROAD
050289			SETON MEDICAL CENTER	1900 SULLIVAN AVENUE
050624			HENRY MAYO NEWHALL MEMORIAL HOSPITAL	23845 W MCBEAN PKWY
050724			BAKERSFIELD HEART HOSPITAL	3001 SILLECT AVENUE
050315			KERN MEDICAL CENTER	1700 MOUNT VERNON AVENUE
050036			BAKERSFIELD MEMORIAL HOSPITAL	420 34TH ST BOX 1888
050204			PALMDALE REGIONAL MEDICAL CENTER	38600 MEDICAL CENTER DRIVE
050455			SAN JOAQUIN COMMUNITY HOSPITAL	2615 CHESTER AVENUE
050257			GOOD SAMARITAN HOSPITAL	901 OLIVE DRIVE
050295			MERCY HOSPITAL	2215 TRUXTUN AVENUE
050608			DELANO REGIONAL MEDICAL CENTER	1401 GARCES HIGHWAY
051301			TEHACHAPI HOSPITAL	115 WEST E STREET
050056			ANTELOPE VALLEY HOSPITAL MED CENTER	1600 W AVE J
050009			QUEEN OF THE VALLEY MEDICAL CENTER	1000 TRANCAS ST

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatients Trospital Experiences (FIGATIFS)		
	SOUTH SAN FRANCISCO	CA
	MOUNTAIN VIEW	CA
	DALY CITY	CA
	VALENCIA	CA
	BAKERSFIELD	CA
	BAKERSFIELD	CA
	BAKERSFIELD	CA
	PALMDALE	CA
	BAKERSFIELD	CA
	BAKERSFIELD	CA
	BAKERSFIELD	CA
	DELANO	CA
	TEHACHAPI	CA
	LANCASTER	CA
	NAPA	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

94080       SAN MATEO       6507423200         94040       SANTA CLARA       6509407000         94015       SAN MATEO       6509924000         91355       LOS ANGELES       6612538000         93308       KERN       6613166000         93306       KERN       6613262000         93301       KERN       6613271792         93552       LOS ANGELES       6613825000         93301       KERN       6613953000         93308       KERN       6613994461         93301       KERN       6616325000         93215       KERN       6617254800         93561       KERN       6618223241         93534       LOS ANGELES       6619495501         94558       NAPA       7072524411	Bacca on Carvey or radionic ricopia	ar Experiences (Free tri ii e)	
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94558 NAPA 7072524411	93534	LOS ANGELES	6619495501
	94558	NAPA	7072524411

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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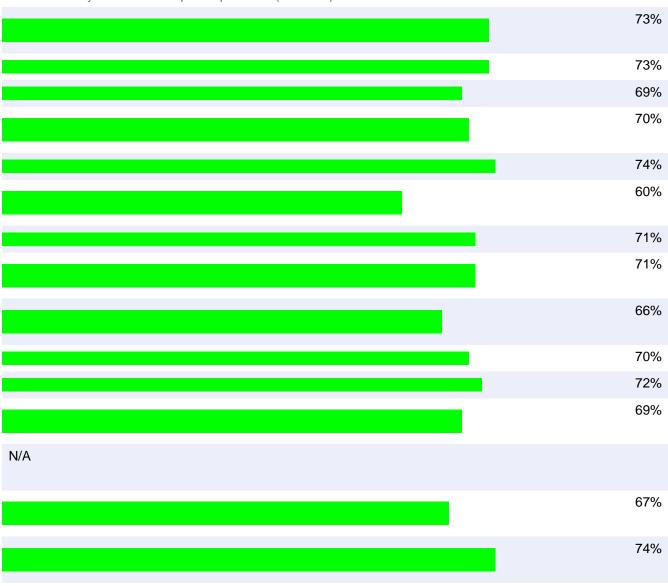
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

21% 22% 23% 22% 20% 27% 21% 21% 21% 22% 22% 22% 22% N/A 24%	Based on Carvey of Fatiente Proophia Experiences (11074111 C)	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based of Galvey of Fatisfite Floophal Experiences (Flooring Cy	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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20%		18%
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17%		20%
		17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

13% 12% 20% 16% 12% 28% 14% 17% 15% 13%	Based on Garvey of Patiente Prospital Expensiones (1707th G)	
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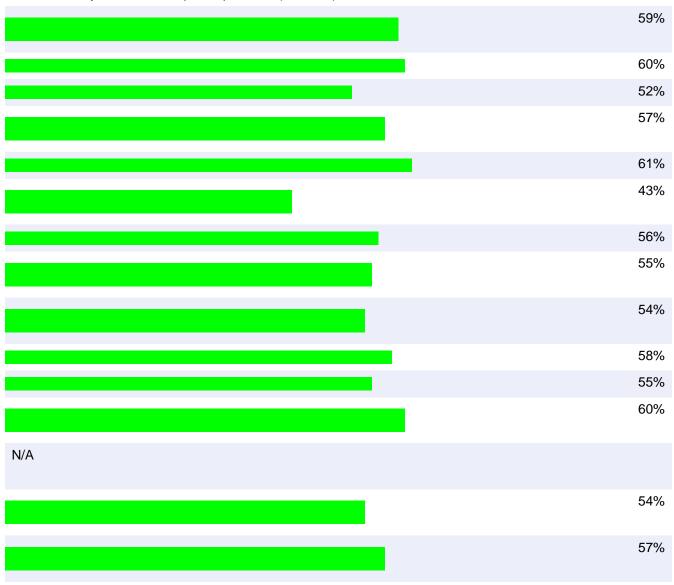
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	·	,	,		28%
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					30%
					32%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Garvey of Fationic Floophar Exponences (Flooring)	
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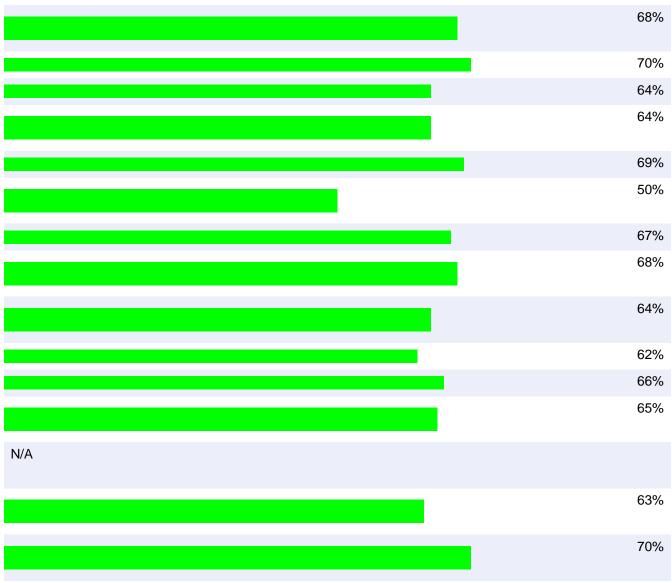
Page 433 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based of Survey of Fatients Trospital Experiences (TOALIFS)	
	24%
	22%
	29%
	26%
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	24%
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	27%
	25%
N/A	
	28%
	24%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based of Survey of Fatients Hospital Experiences (HOAFFS)	
	19%
	26%
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	28%
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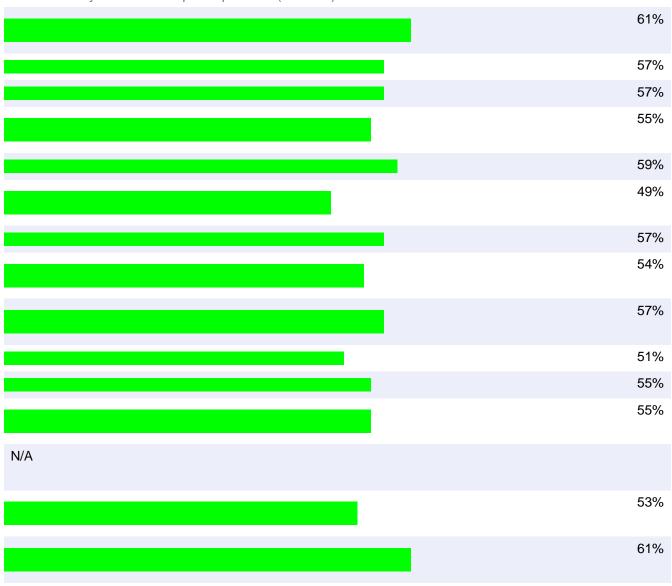
Page 436 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

20% 17% 22% 17% 20% 22% 22% 18% 17% 17% 18% 17% 17% 19%	Based on Carvey of Fallonia Propher Expensions (11671111 C)	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Page of Carry of Fationic Freehalt Experiences (Fertiling)	
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	9%
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	16%
	11%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on Survey of Patients Thospital Experiences (HOALIFS)	
	24%
	20%
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	23%
	21%

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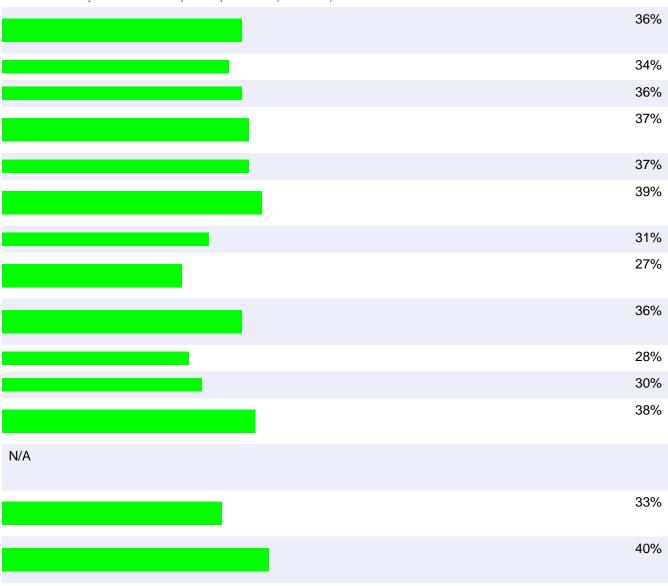
Page 441 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatteritis Trospital Experiences (FIGALIFS)	
	22%
	19%
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	23%
	12%
	27%
	15%
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	12%
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	24%
	20%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



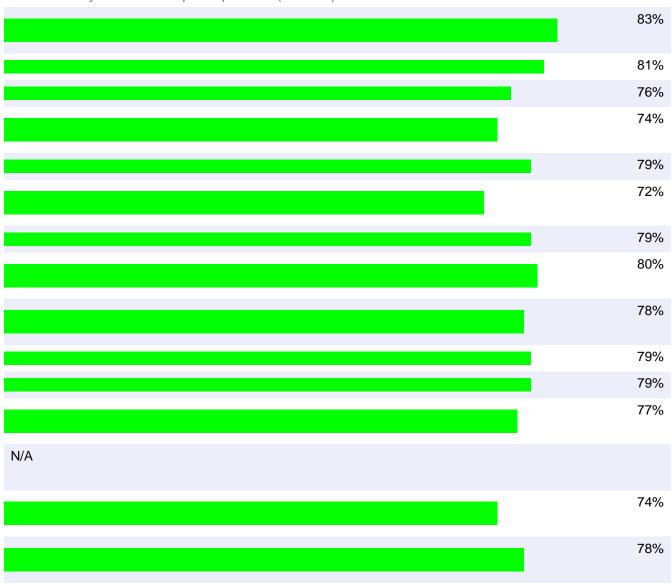
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based of Survey of Fatterits Trospital Experiences (FIGATIFS)	
	17%
	19%
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	26%
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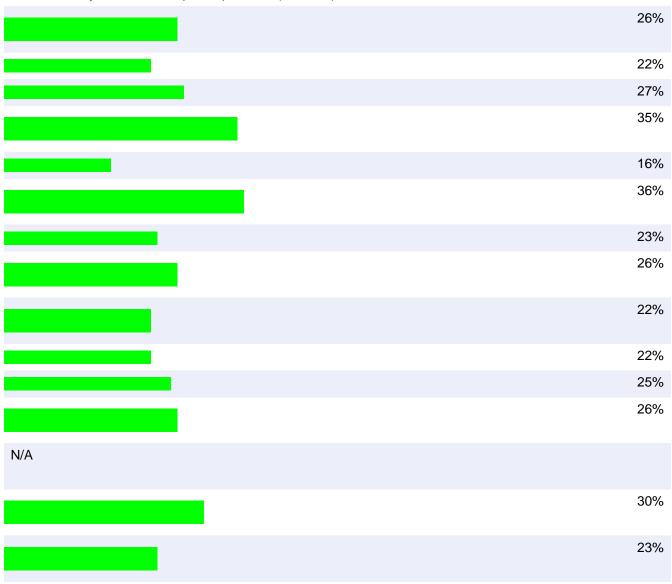
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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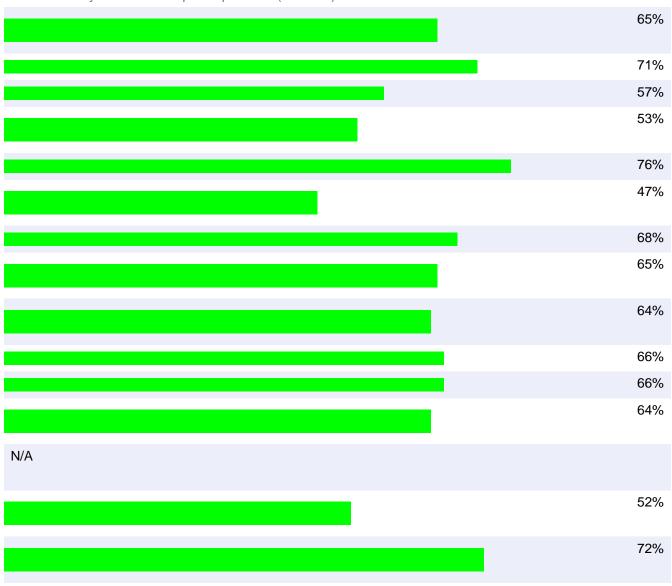
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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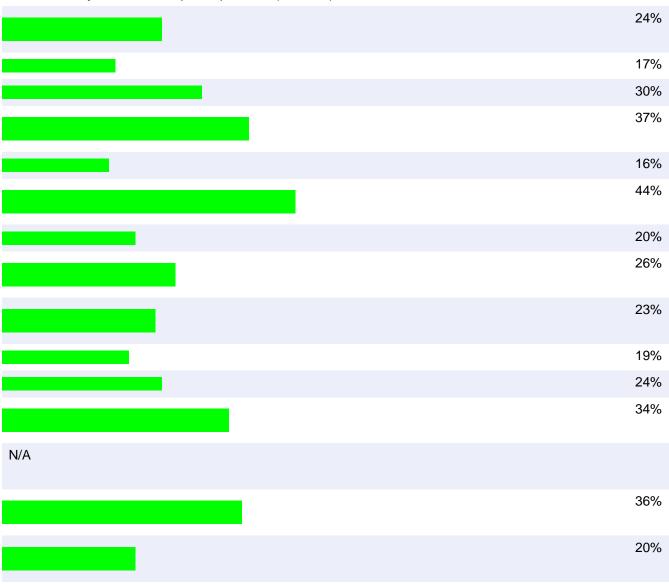
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on Survey of Fatterits Trospital Experiences (FICALIFS)	
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	3%
	10%
	6%
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	12%
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	12%
	5%
	9%
N/A	
	10%
	3%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Garvey of Fationte Prospital Exponentions (110/1111 O)
300 or more
N/A
300 or more
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)	
	37%
	38%
	27%
	29%
	34%
	21%
	26%
	34%
	27%
	32%
	24%
	35%
N/A	Survey results are not available for this reporting period
	26%
	27%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

051329	SUTTER LAKESIDE HOSPITAL	5176 HILL ROAD EAST
050367	NORTHBAY MEDICAL CENTER	1200 B GALE WILSON BLVD
051321	HEALDSBURG DISTRICT HOSPITAL	1375 UNIVERSITY AVENUE
050006	ST JOSEPH HOSPITAL	2700 DOLBEER ST
051318	REDWOOD MEMORIAL HOSPITAL	3300 RENNER DRIVE
050680	NORTHBAY VACAVALLEY HOSPITAL	1000 NUT TREE ROAD
051310	FRANK R HOWARD MEMORIAL HOSPITAL	1 MADRONE STREET
050301	UKIAH VALLEY MEDICAL CENTER/HOSPITAL D	275 HOSPITAL DRIVE
050417	SUTTER COAST HOSPITAL	800 E WASHINGTON BLVD
050174	SANTA ROSA MEMORIAL HOSPITAL	1165 MONTGOMERY DR
050101	SUTTER SOLANO MEDICAL CENTER	300 HOSPITAL DR
050690	KAISER FOUNDATION HOSPITAL- SANTA ROSA	401 BICENTENNIAL WAY
050291	SUTTER MEDICAL CENTER OF SANTA ROSA	3325 CHANATE RD
050767	KAISER FOUNDATION HOSPITAL - VACAVILLE	1 QUALITY DRIVE
050073	KAISER FOUNDATION HOSPITAL AND REHAB CENTER	975 SERENO DR
050136	PETALUMA VALLEY HOSPITAL	400 N MCDOWELL BLVD

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

•		
	LAKEPORT	CA
	FAIRFIELD	CA
	HEALDSBURG	CA
	EUREKA	CA
	FORTUNA	CA
	VACAVILLE	CA
	WILLITS	CA
	UKIAH	CA
	CRESCENT CITY	CA
	SANTA ROSA	CA
	VALLEJO	CA
	SANTA ROSA	CA
	SANTA ROSA	CA
	VACAVILLE	CA
	VALLEJO	CA
	PETALUMA	CA

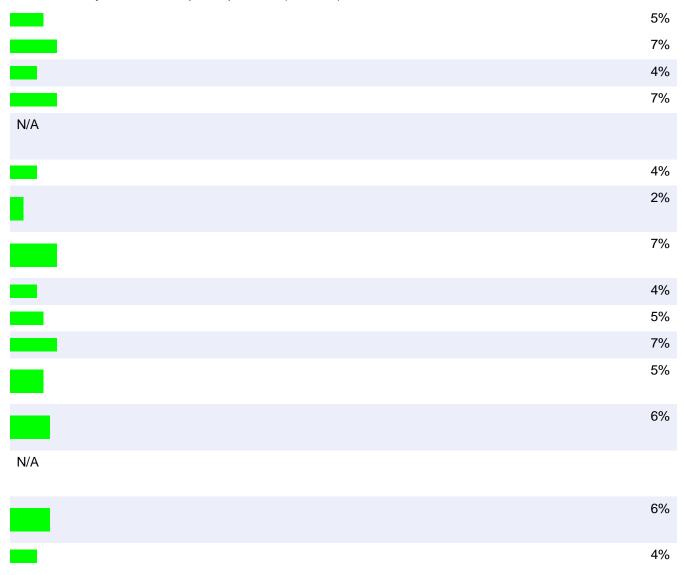
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

95453	LAKE	7072625000
94533	SOLANO	7074293600
95448	SONOMA	7074316500
95501	HUMBOLDT	7074438051
95540	HUMBOLDT	7074458121
95688	SOLANO	7074464000
95490	MENDOCINO	7074596801
95482	MENDOCINO	7074623111
95531	DEL NORTE	7074648860
95405	SONOMA	7075255300
94589	SOLANO	7075545280
95403	SONOMA	7075714000
95404	SONOMA	7075764000
95688	SOLANO	7076244000
94589	SOLANO	7076511000
94954	SONOMA	7077781111

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	19%
	20%
	22%
	26%
N/A	
	21%
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	21%
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	26%
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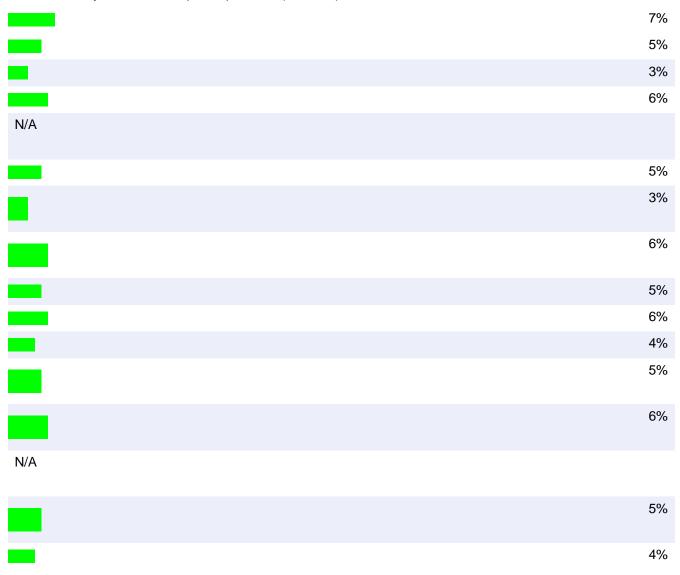
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	15%
	18%
	16%
	19%
N/A	
	16%
	12%
	16%
	19%
	20%
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	17%
	17%
N/A	
	19%
	17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	9%
	16%
	7%
	17%
N/A	
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	10%
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	11%
	16%
	12%
	9%
N/A	
	14%
	13%

Page 465 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dated on Garvey of Fallenia Floophar Experiences (Flooring C)	
	22%
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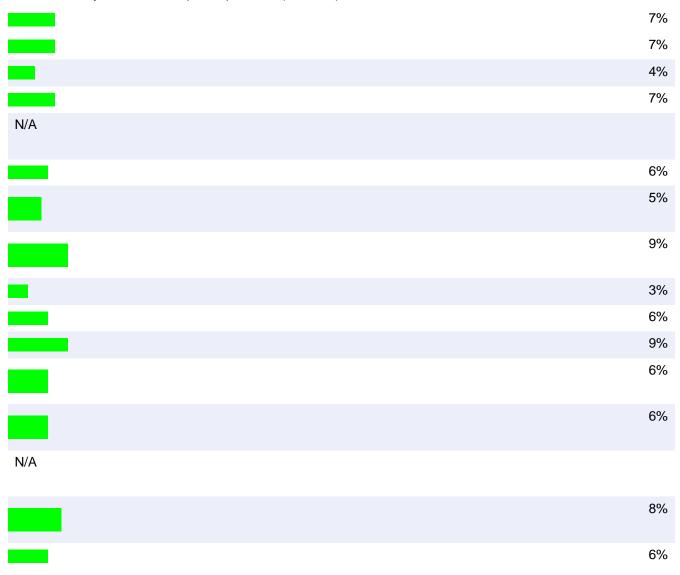
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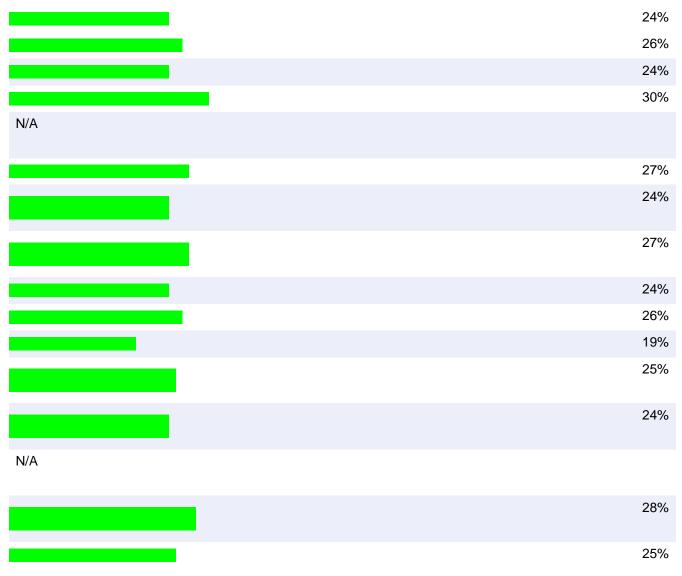
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	18%
	22%
	15%
	26%
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	24%
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	22%
	20%

Page 471 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	19%
	17%
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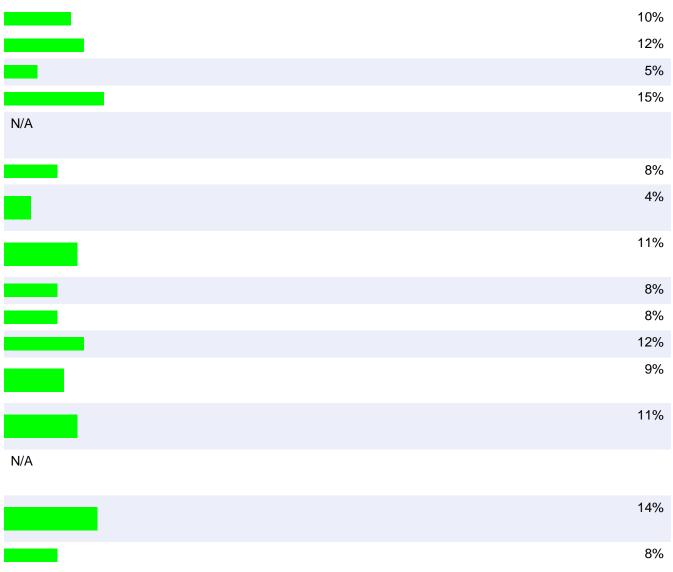
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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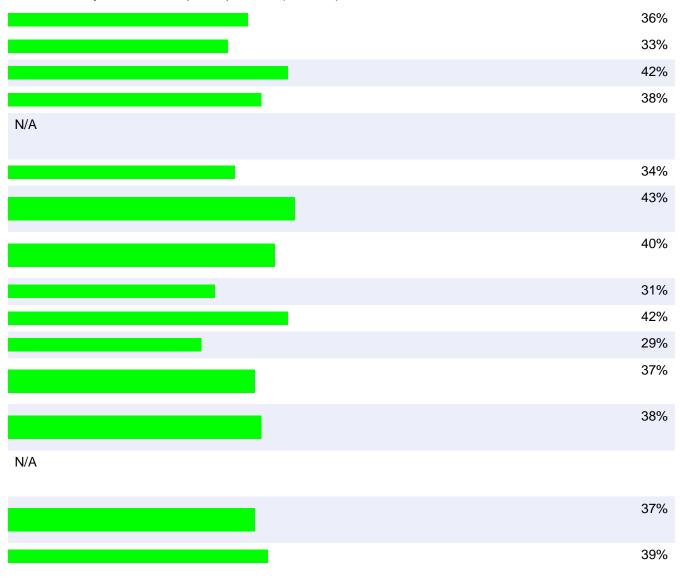
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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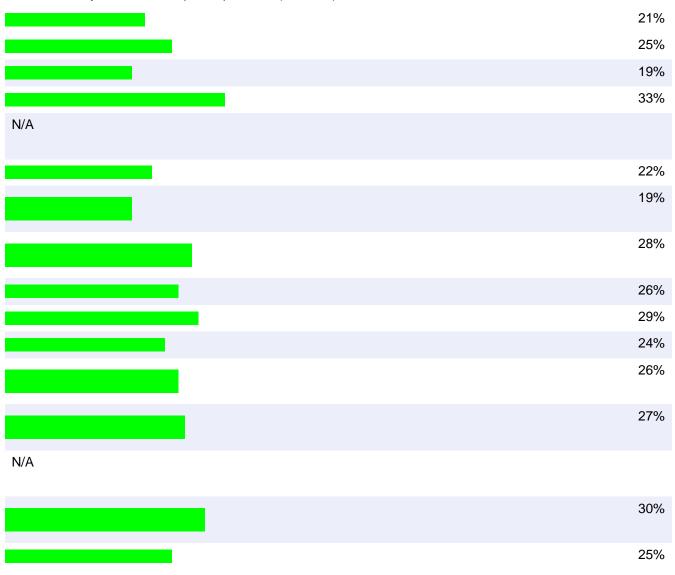
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	10%
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	9%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



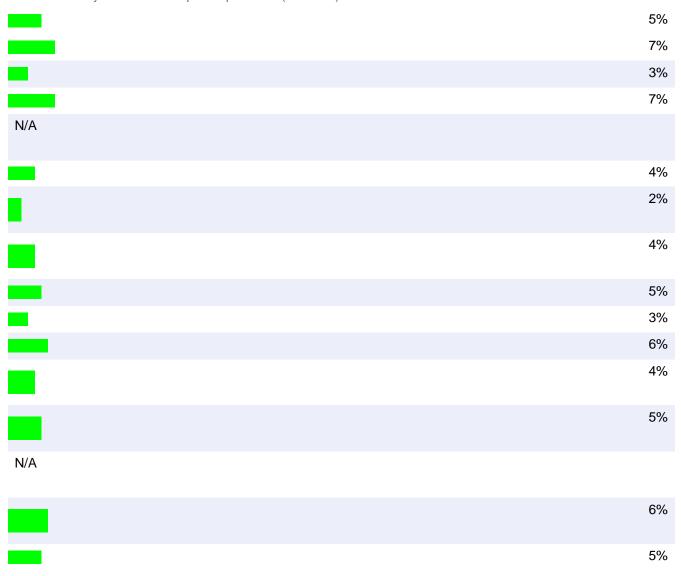
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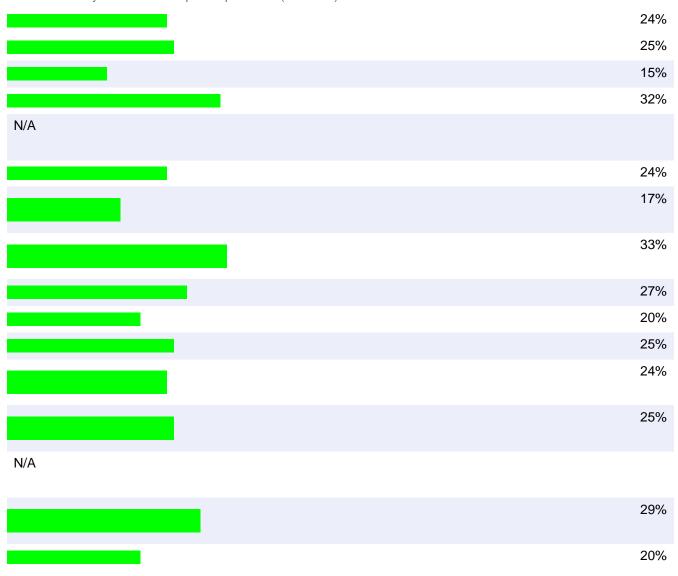
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based of Survey of Fatients Trospital Experiences (FIGALIF S)	
300 or more	
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Between 100 and 299	
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)	
	29%
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	32%
	25%
N/A	Survey results are not available for this reporting period
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	28%
	37%
	35%
N/A	Survey results are not available for this reporting period
	33%
	25%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	,	,		
050028			MAD RIVER COMMUNITY HOSPITAL	3800 JANES RD
050385			PALM DRIVE HOSPITAL	501 PETALUMA AVE
051309			JEROLD PHELPS COMMUNITY HOSPITAL	733 CEDAR ST
050090			SONOMA VALLEY HOSPITAL	347 ANDRIEUX ST
050547			SONOMA DEVELOPMENTAL CENTER	P O BOX 1493
051325			MENDOCINO COAST DISTRICT HOSPITAL	700 RIVER DR
050013			ST HELENA HOSPITAL	10 WOODLAND ROAD
051317			ST HELENA HOSPTIAL-CLEARLAKE	15630 18TH AVE - HWY 53
050609			KAISER FOUNDATION HOSPITAL ANAHEIM	441 N LAKEVIEW AVENUE
050678			ORANGE COAST MEMORIAL MEDICAL CENTER	9920 TALBERT AVENUE
050348			UNIV OF CALIFORNIA IRVINE MED CENTER	101 CITY DRIVE SOUTH
050744			WESTERN MEDICAL CENTER HOSP ANAHEIM	1025 S ANAHEIM BLVD
050230			GARDEN GROVE HOSPITAL & MEDICAL CENTER	12601 GARDEN GROVE BLVD
050745			CHAPMAN MEDICAL CENTER	2601 E CHAPMAN AVE
050069			ST JOSEPH HOSPITAL	1100 WEST STEWART DR

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based off Survey of Fatients Trospital Experiences (TCALIFS)		
	ARCATA	CA
	SEBASTOPOL	CA
	GARBERVILLE	CA
	SONOMA	CA
	ELDRIDGE	CA
	FORT BRAGG	CA
	SAINT HELENA	CA
	CLEARLAKE	CA
	ANAHEIM	CA
	FOUNTAIN VALLEY	CA
	ORANGE	CA
	ANAHEIM	CA
	GARDEN GROVE	CA
	ORANGE	CA
	ORANGE	CA

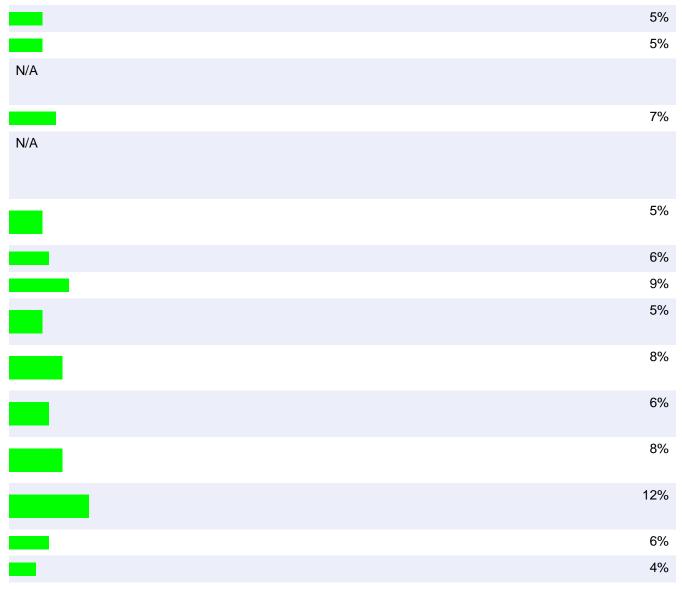
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

95521	HUMBOLDT	7078223621
95472	SONOMA	7078238511
95542	HUMBOLDT	7079233921
95476	SONOMA	7079355106
95431	SONOMA	7079386393
95437	MENDOCINO	7079611234
94574	NAPA	7079675899
95422	LAKE	7079946486
92807	ORANGE	7142794000
92708	ORANGE	7143787406
92868	ORANGE	7144566112
92805	ORANGE	7145336220
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92869	ORANGE	7146330011
92868	ORANGE	7146339111

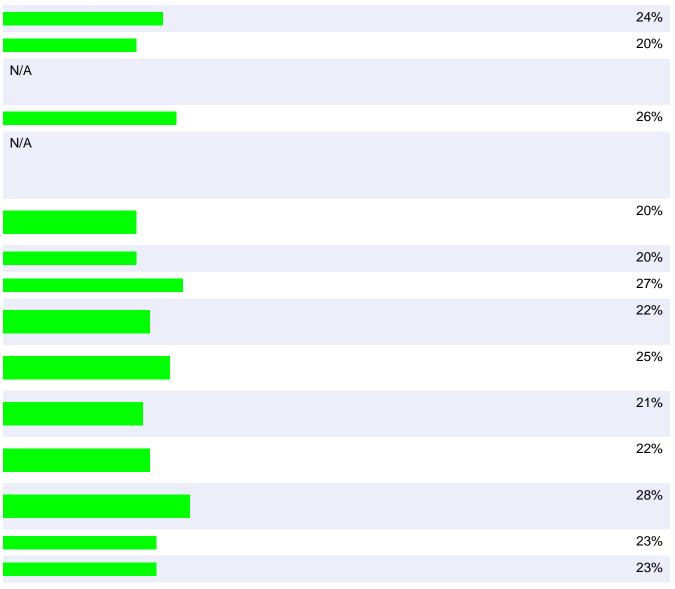
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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	4%
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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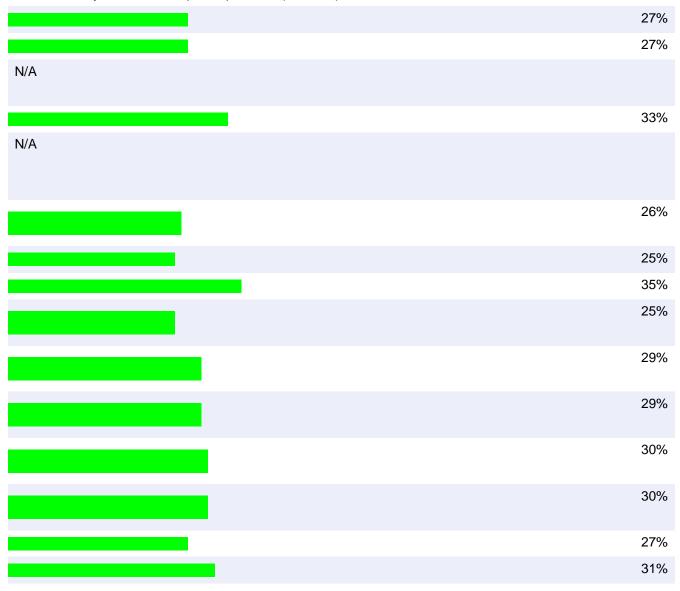
Page 499 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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	24%
	15%
	11%

Page 500 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



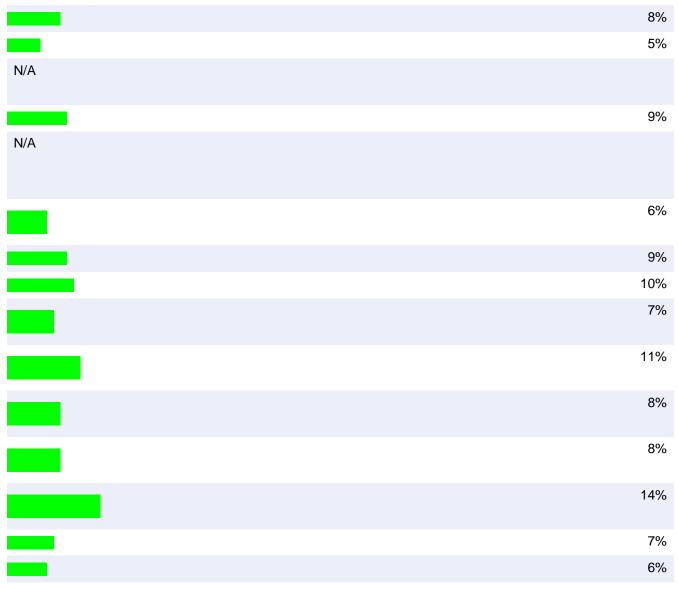
Page 501 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



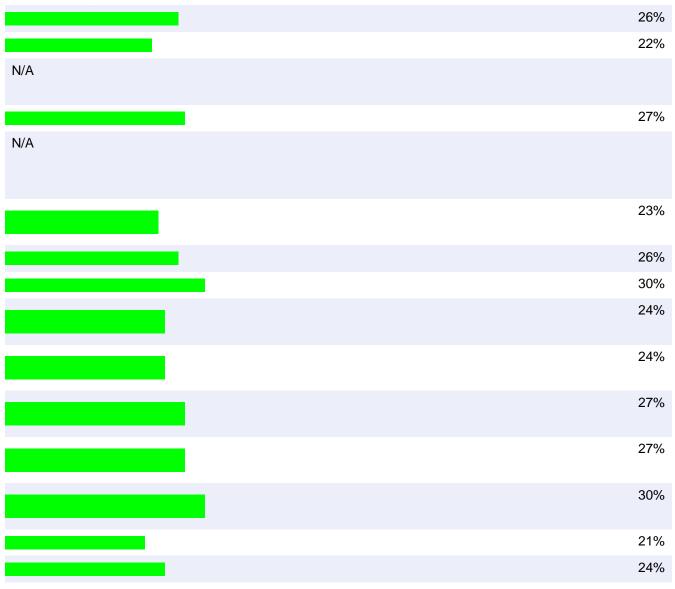
Page 502 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



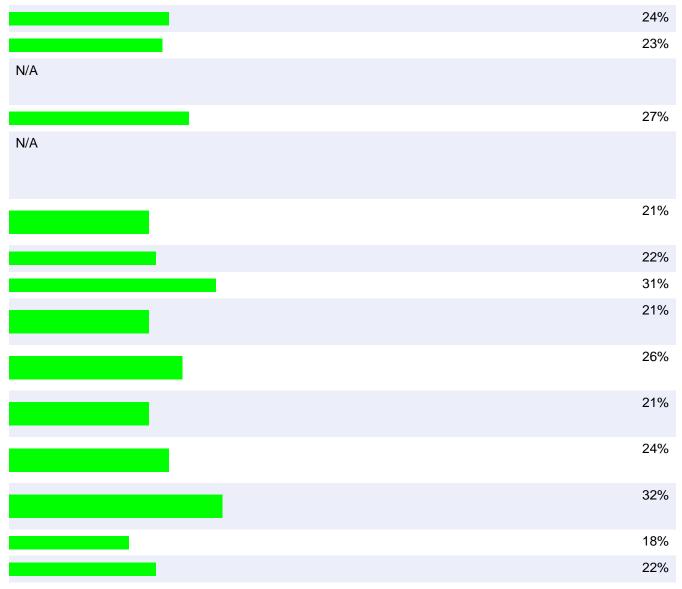
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



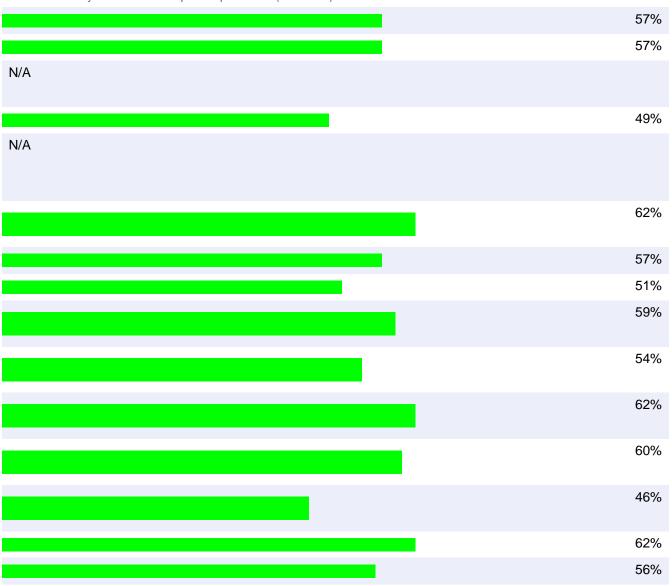
Page 506 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)	
	19%
	20%
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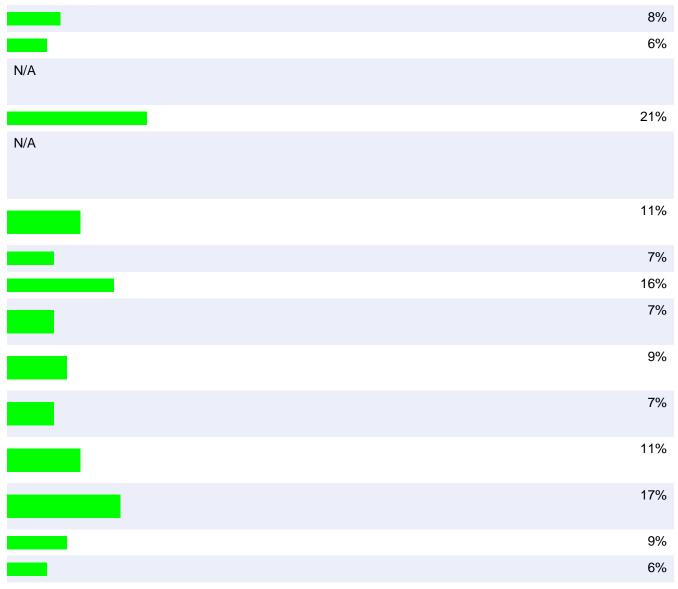
Page 507 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



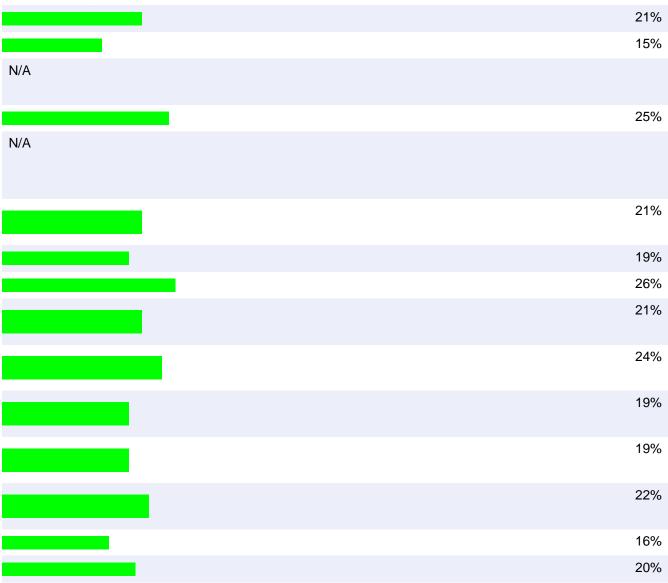
Page 508 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



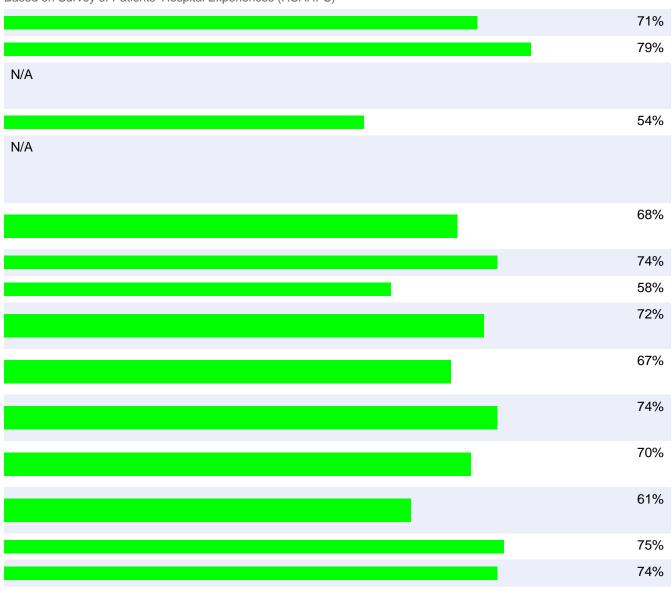
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



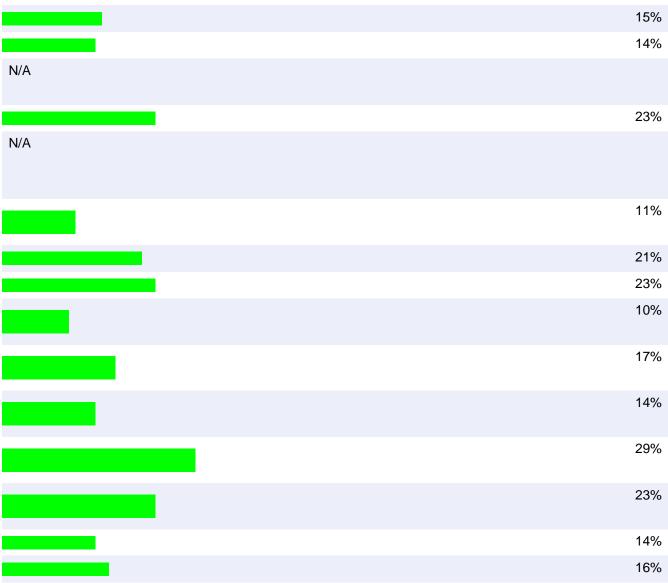
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



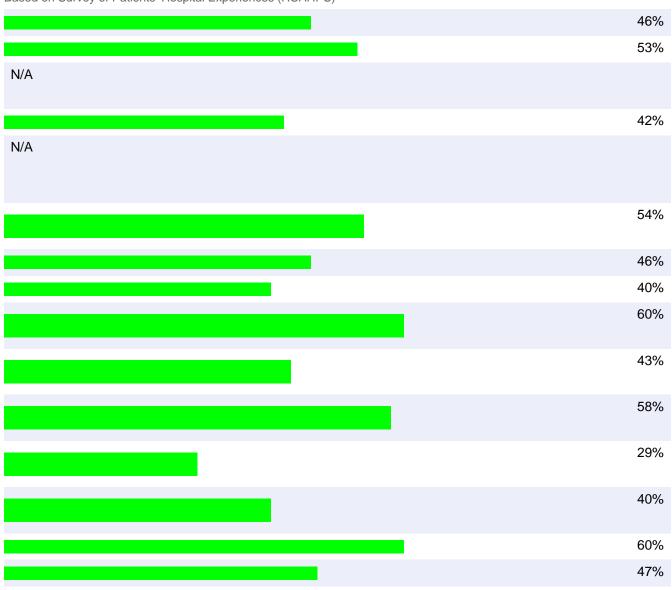
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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	16%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	12%
	8%
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	19%
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



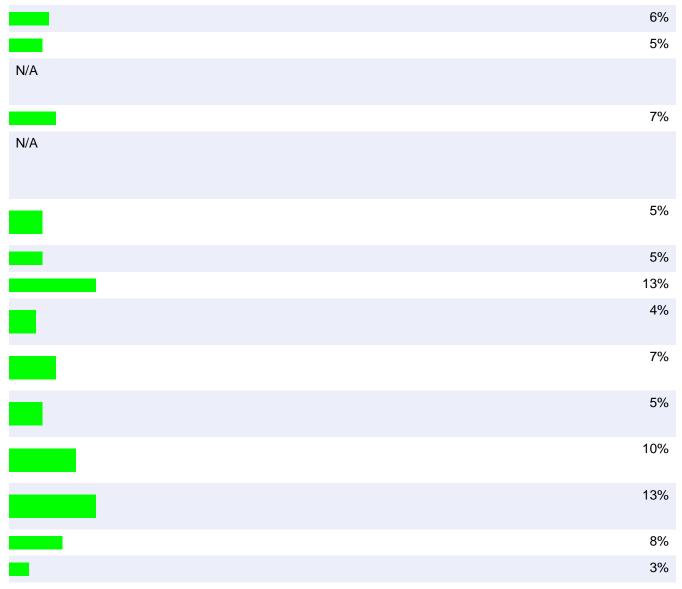
Page 518 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



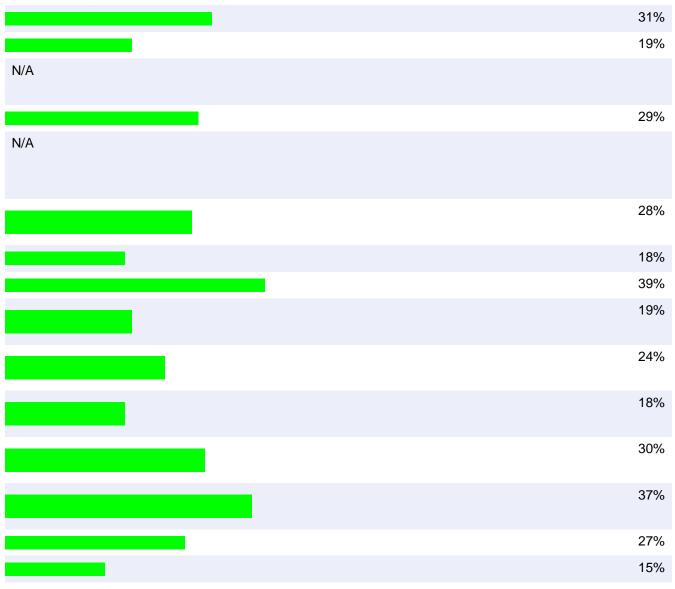
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
N/A
300 or more
N/A
300 or more
300 or more
Between 100 and 299
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	27%
	39%
N/A	Survey results are not available for this reporting period
	33%
N/A	No or very few patients were eligible for the HCAHPS survey. The scores shown, if any, reflect a very small number of surveys
	33%
	35%
	19%
	36%
	28%
	25%
	42%
	19%
	36%
	32%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

050580	LA PALMA INTERCOMMUNITY HOSPITAL	7901 WALKER STREET
050747	COASTAL COMMUNITIES HOSPITAL	2701 S BRISTOL ST
050226	AHMC ANAHEIM REGIONAL MEDICAL CENTER	1111 W LA PALMA AVENUE
050426	WEST ANAHEIM MEDICAL CENTER	3033 W ORANGE AVENUE
050526	HUNTINGTON BEACH HOSPITAL	17772 BEACH BLVD
050746	WESTERN MEDICAL CENTER SANTA ANA	1001 NORTH TUSTIN AVENUE
050570	FOUNTAIN VALLEY REGIONAL HOSPITAL & MEDICAL CENTER	17100 EUCLID STREET
050099	SAN ANTONIO COMMUNITY HOSPITAL	999 SAN BERNARDINO RD
050168	ST JUDE MEDICAL CENTER	101 E VALENCIA MESA DRIVE
050589	PLACENTIA LINDA HOSPITAL	1301 N ROSE DRIVE
050709	DESERT VALLEY HOSPITAL	16850 BEAR VALLEY RD
050300	ST MARY MEDICAL CENTER	18300 HIGHWAY 18
050517	VICTOR VALLEY COMMUNITY HOSPITAL	15248 11TH ST
050298	BARSTOW COMMUNITY HOSPITAL	555 SOUTH SEVENTH AVENUE
050243	DESERT REGIONAL MEDICAL	1150 NORTH INDIAN

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

based on Survey of Fatients Trospital Experiences (TOATF3)		
	LA PALMA	CA
	SANTA ANA	CA
	ANAHEIM	CA
	ANAHEIM	CA
	HUNTINGTON BEACH	CA
	SANTA ANA	CA
	FOUNTAIN VALLEY	CA
	UPLAND	CA
	FULLERTON	CA
	PLACENTIA	CA
	VICTORVILLE	CA
	APPLE VALLEY	CA
	VICTORVILLE	CA
	BARSTOW	CA
	PALM SPRINGS	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

90623	ORANGE	7146707400
92704	ORANGE	7147545454
92801	ORANGE	7147741450
92804	ORANGE	7148273000
92647	ORANGE	7148435000
92705	ORANGE	7149533331
92708	ORANGE	7149667200
91786	SAN BERNARDINO	7149852811
92835	ORANGE	7149923000
92870	ORANGE	7149932000
92395	SAN BERNARDINO	7602418000
92307	SAN BERNARDINO	7602422311
92392	SAN BERNARDINO	7602458691
92311	SAN BERNARDINO	7602561761
92262	RIVERSIDE	7603236511

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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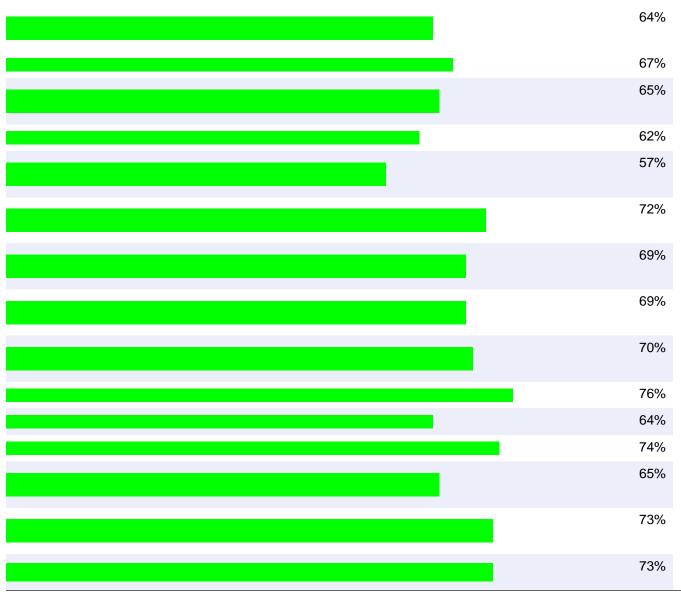
Page 529 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Page 530 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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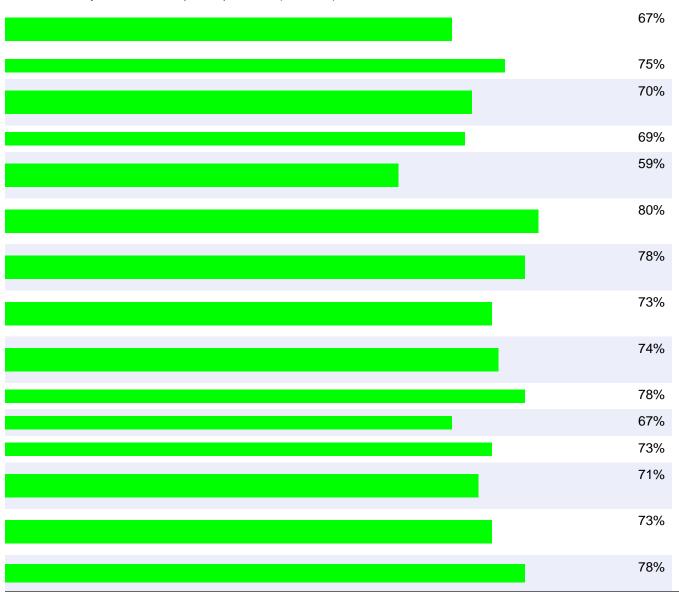
Page 532 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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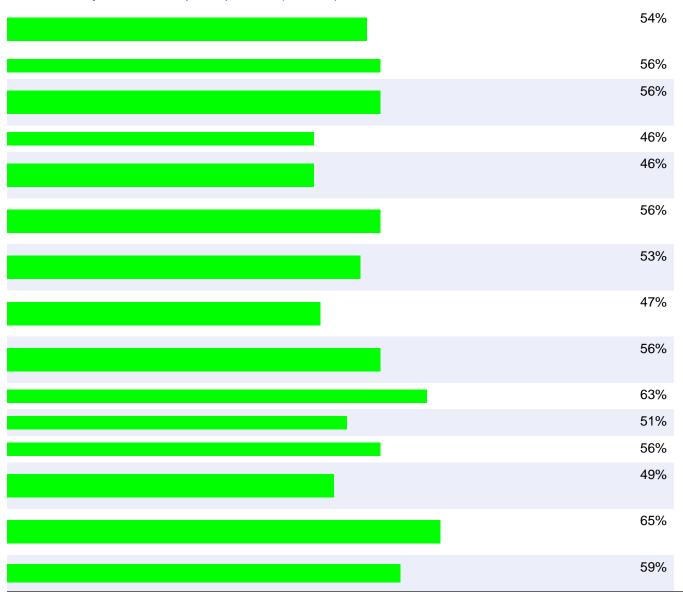
Page 535 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Page 536 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 537 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Page 538 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Page 539 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 541 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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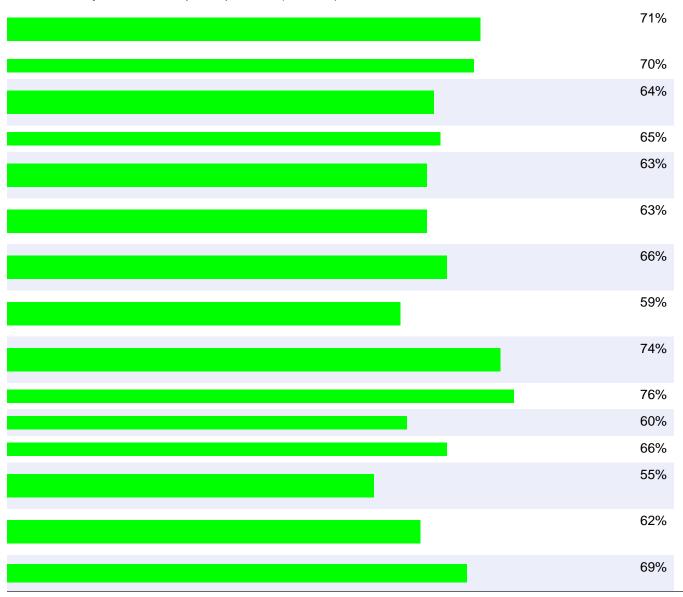
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

20%
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



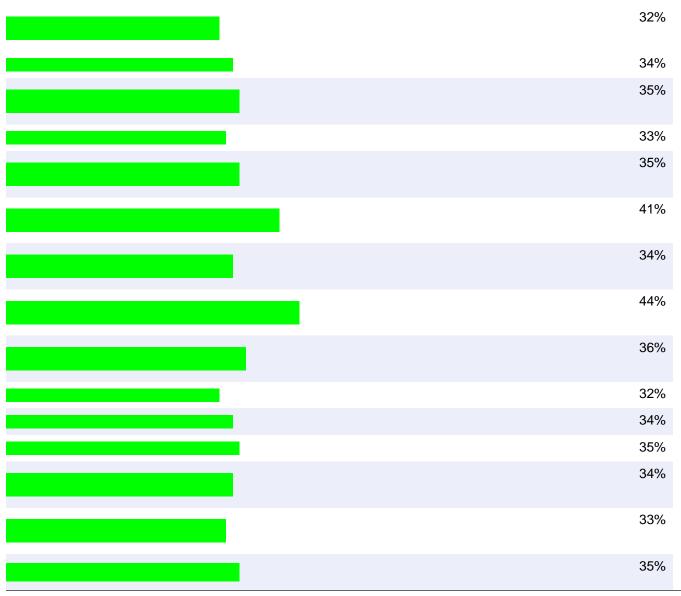
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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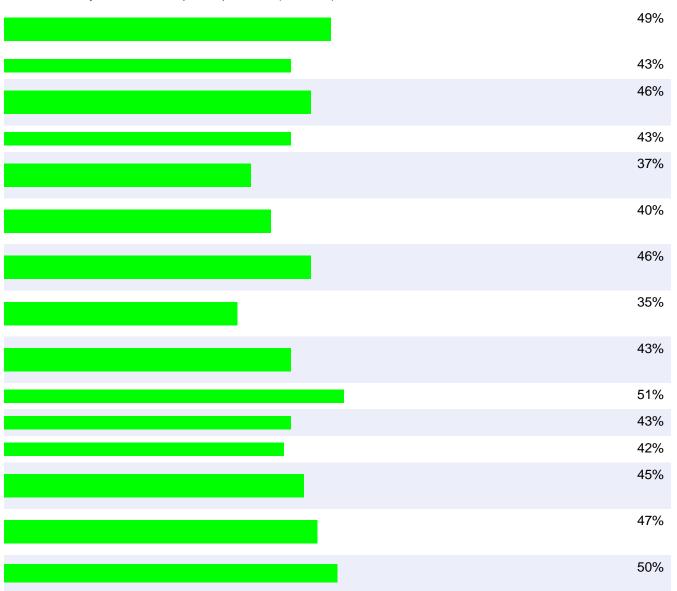
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



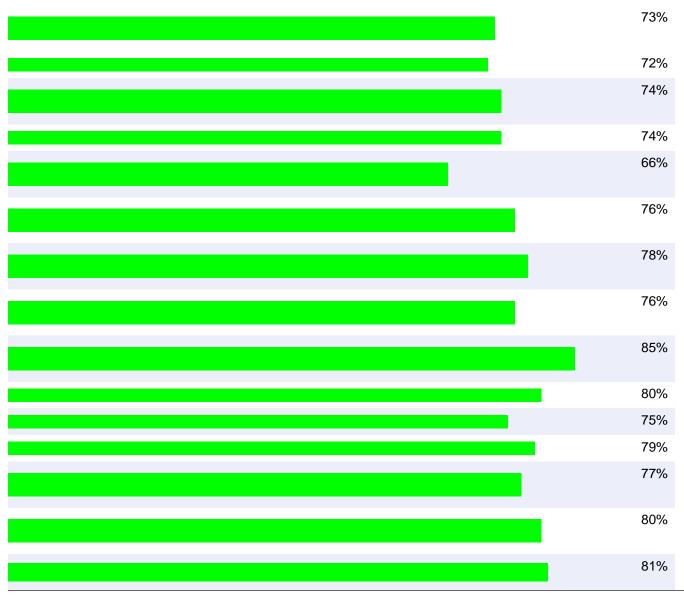
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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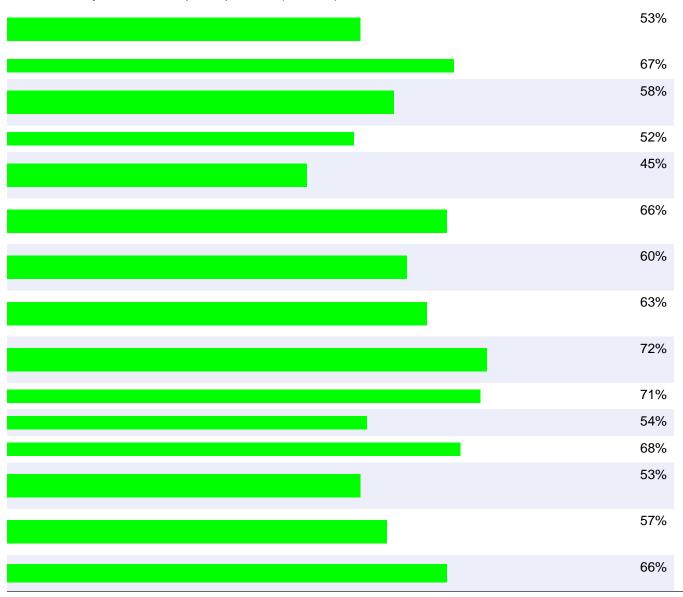
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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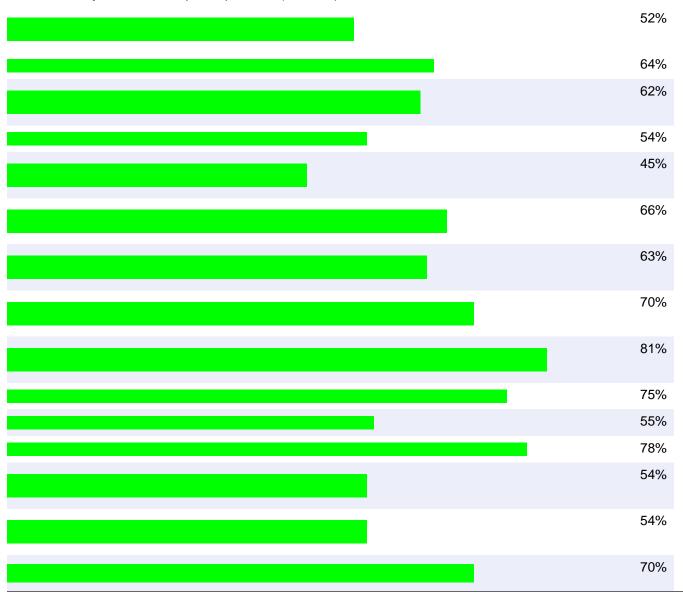
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	CENTER	CANYON DRIVE
051323	COLORADO RIVER MEDICAL CENTER	1401 BAILEY AVE
050045	EL CENTRO REGIONAL MEDICAL CENTER	1415 ROSS AVENUE
050573	EISENHOWER MEDICAL CENTER	39-000 BOB HOPE DRIVE
050534	JOHN F KENNEDY MEMORIAL HOSPITAL, INC	47-111 MONROE STREET
050342	PIONEERS MEMORIAL HEALTHCARE DISTRICT	207 W LEGION ROAD
050279	HI-DESERT MEDICAL CENTER	6601 WHITE FEATHER ROAD
051314	KERN VALLEY HEALTHCARE DISTRICT	6412 LAUREL AVE
050448	RIDGECREST REGIONAL HOSPITAL	1081 NORTH CHINA LAKE BLVD
050128	TRI-CITY MEDICAL CENTER	4002 VISTA WAY
050435	FALLBROOK HOSPITAL	624 E ELDER ST
050115	PALOMAR MEDICAL CENTER	555 E VALLEY PARKWAY
050503	SCRIPPS MEMORIAL HOSPITAL - ENCINITAS	354 SANTA FE DRIVE
051324	NORTHERN INYO HOSPITAL	150 PIONEER LANE
051302	SOUTHERN INYO HOSPITAL	501 EAST LOCUST STREET
050423	PALO VERDE HOSPITAL	250 NORTH FIRST STREET

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	NEEDLES	CA
	EL CENTRO	CA
	RANCHO MIRAGE	CA
	INDIO	CA
	BRAWLEY	CA
	JOSHUA TREE	CA
	LAKE ISABELLA	CA
	RIDGECREST	CA
	OCEANSIDE	CA
	FALLBROOK	CA
	ESCONDIDO	CA
	ENCINITAS	CA
	BISHOP	CA
	LONE PINE	CA
	BLYTHE	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

92363	SAN BERNARDINO	7603264531
92243	IMPERIAL	7603397100
92270	RIVERSIDE	7603403911
92201	RIVERSIDE	7603476191
92227	IMPERIAL	7603513333
92252	SAN BERNARDINO	7603666285
93240	KERN	7603792681
93555	KERN	7604463551
92056	SAN DIEGO	7607248411
92028	SAN DIEGO	7607281191
92025	SAN DIEGO	7607393000
92024	SAN DIEGO	7607536501
93514	INYO	7608735811
93545	INYO	7608765501
92225	RIVERSIDE	7609224115

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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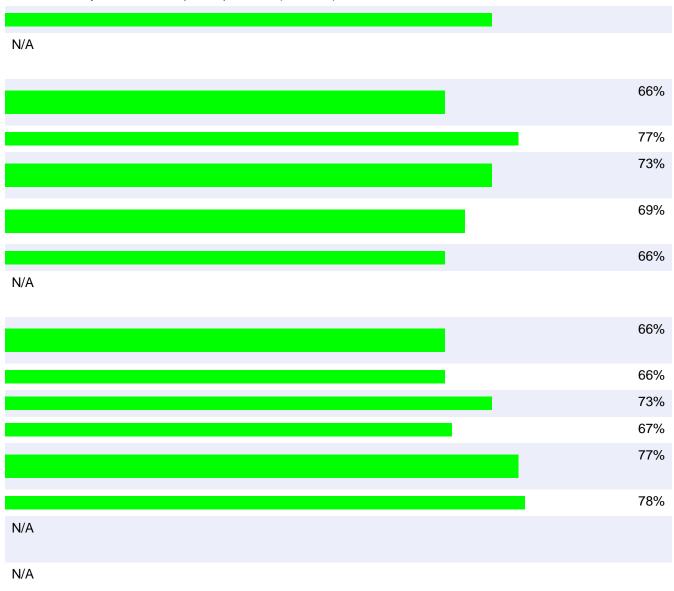
Page 564 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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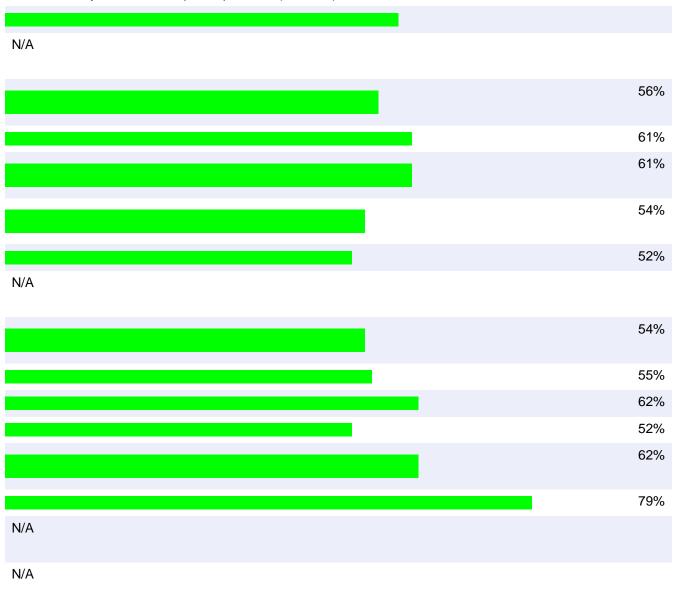
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



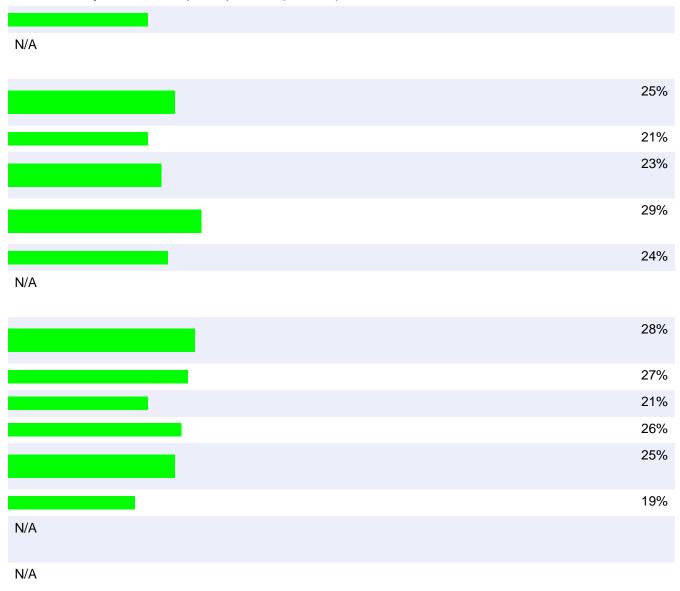
Page 572 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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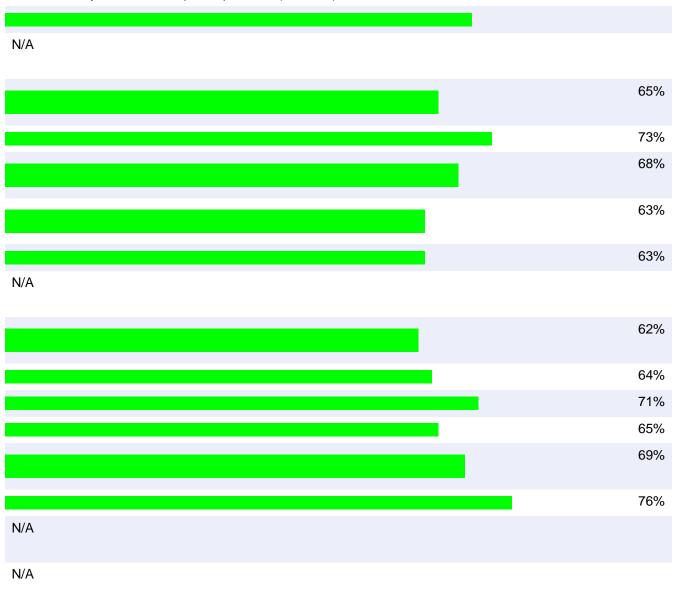
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



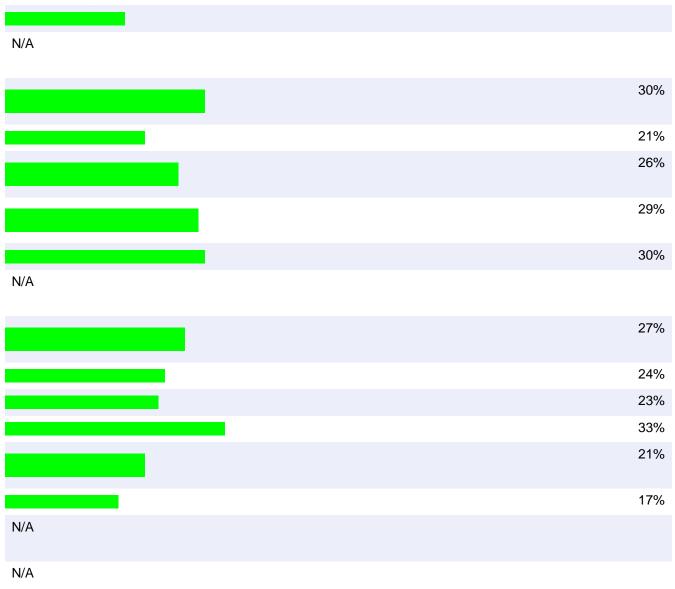
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



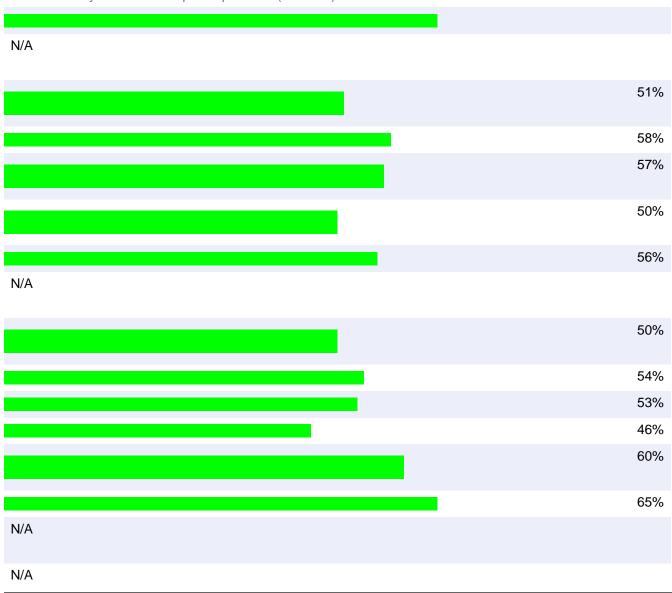
Page 576 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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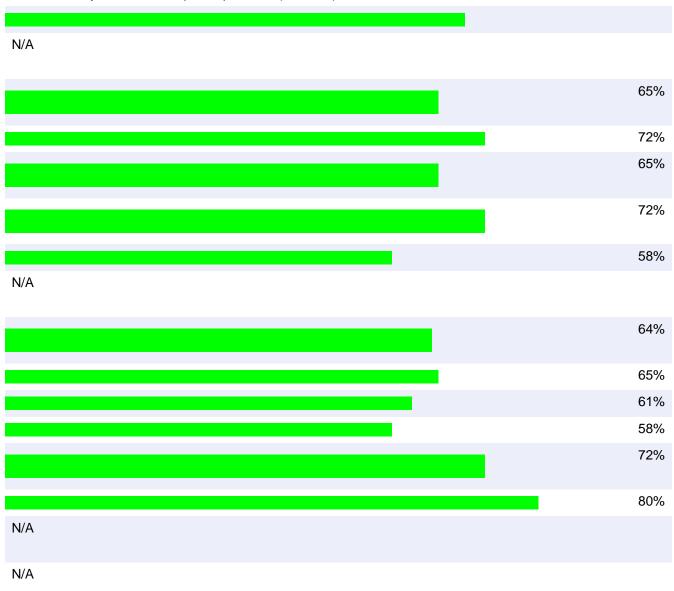
Page 579 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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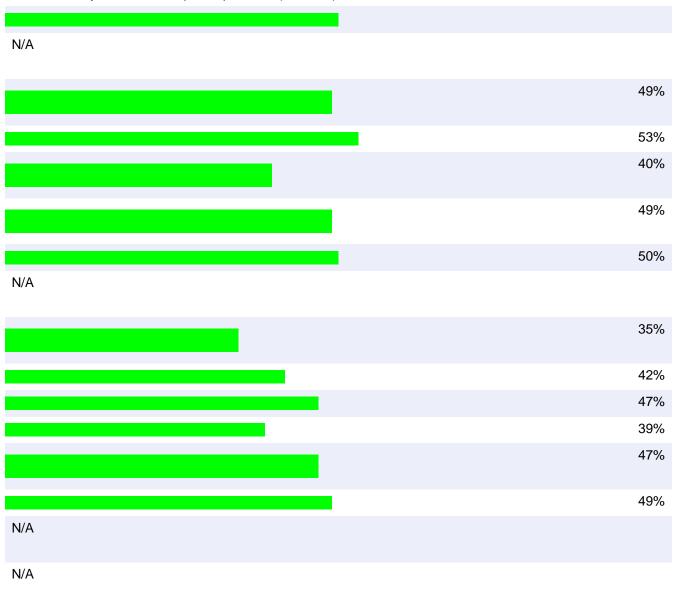
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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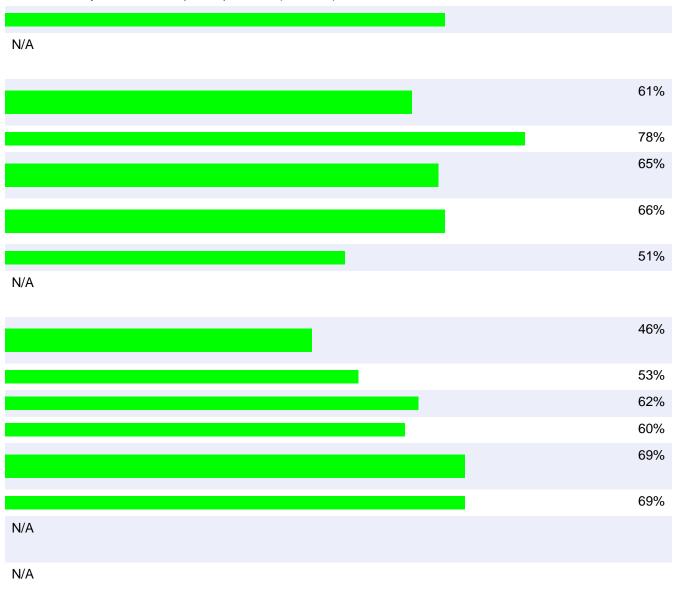
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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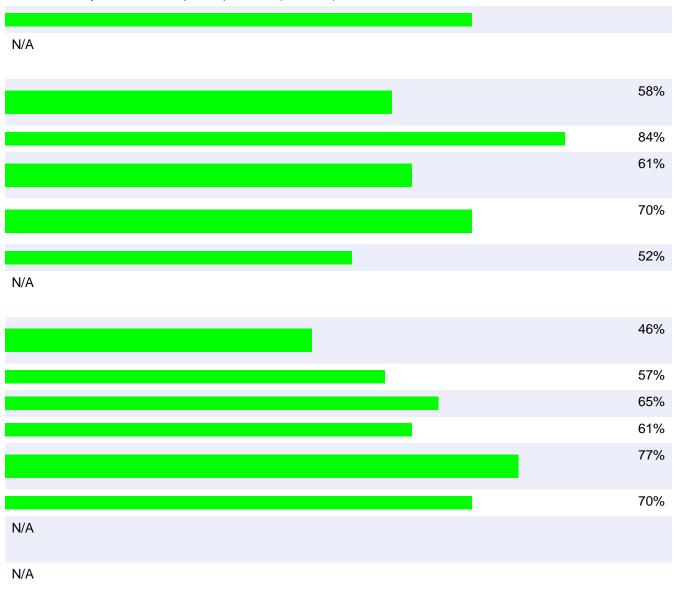
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A			
300 or more			
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

050616	ST JOHNS PLEASANT VALLEY HOSPITAL	2309 ANTONIO AVE
050633	TWIN CITIES COMMUNITY HOSPITAL	1100 LAS TABLAS RD
050016	ARROYO GRANDE COMMUNITY HOSPITAL	345 S HALCYON RD
050549	LOS ROBLES HOSPITAL & MEDICAL CENTER	215 W JANSS RD
050232	FRENCH HOSPITAL MEDICAL CENTER	1911 JOHNSON AVE
050046	OJAI VALLEY COMMUNITY HOSPITAL	1306 MARICOPA HWY
050394	COMMUNITY MEMORIAL HOSPITAL SAN BUENAVENTURA	147 N BRENT ST
050159	VENTURA COUNTY MEDICAL CENTER	3291 LOMA VISTA RD
050357	GOLETA VALLEY COTTAGE HOSPITAL	351 S PATTERSON AVE
050396	SANTA BARBARA COTTAGE HOSPITAL	PUEBLO AT BATH ST
051331	SANTA YNEZ VALLEY COTTAGE HOSPITAL	2050 VIBORG RD

050110	LOMPOC VALLEY MEDICAL CENTER	1515 F OCEAN AVENUE
000110	LOWINGO WILLET WILDIOME GENTLER	1010 E 00E/111/11 E110E

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

CAMARILLO	CA
TEMPLETON	CA
ARROYO GRANDE	CA
THOUSAND OAKS	CA
SAN LUIS OBISPO	CA
OJAI	CA
VENTURA	CA
VENTURA	CA
SANTA BARBARA	CA
SANTA BARBARA	CA
SOLVANG	CA

LOMPOC	CA

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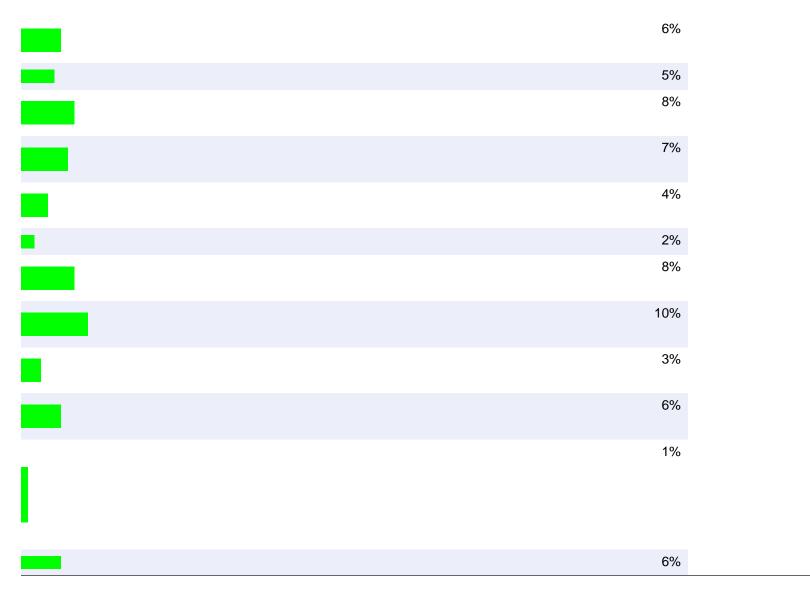
Based on Survey of Patients' Hospital Experiences (HCAHPS)

93010	VENTURA	8053895800
93465	SAN LUIS OBISPO	8054343500
93420	SAN LUIS OBISPO	8054894261
91360	VENTURA	8054972727
93401	SAN LUIS OBISPO	8055435353
93023	VENTURA	8056402280
93003	VENTURA	8056525011
93003	VENTURA	8056526075
93111	SANTA BARBARA	8056816446
93105	SANTA BARBARA	8056827111
93463	SANTA BARBARA	8056886431

93436	SANTA BARBARA	8057373300	
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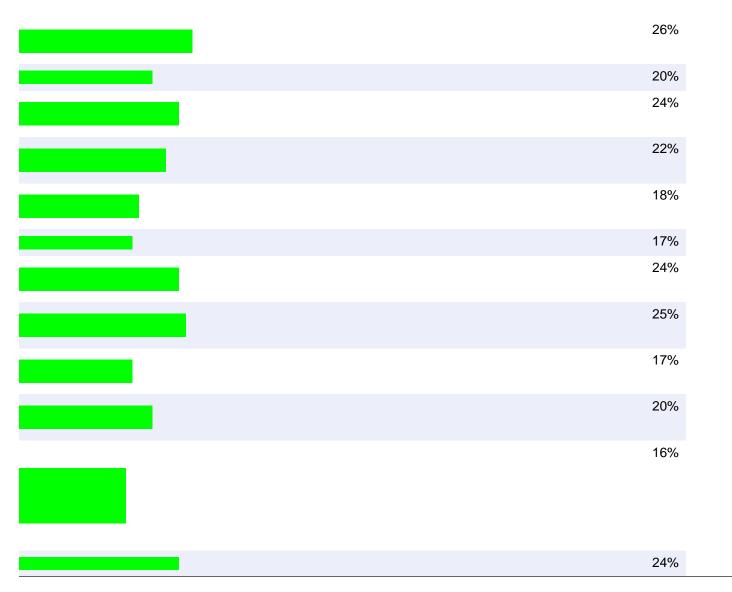
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



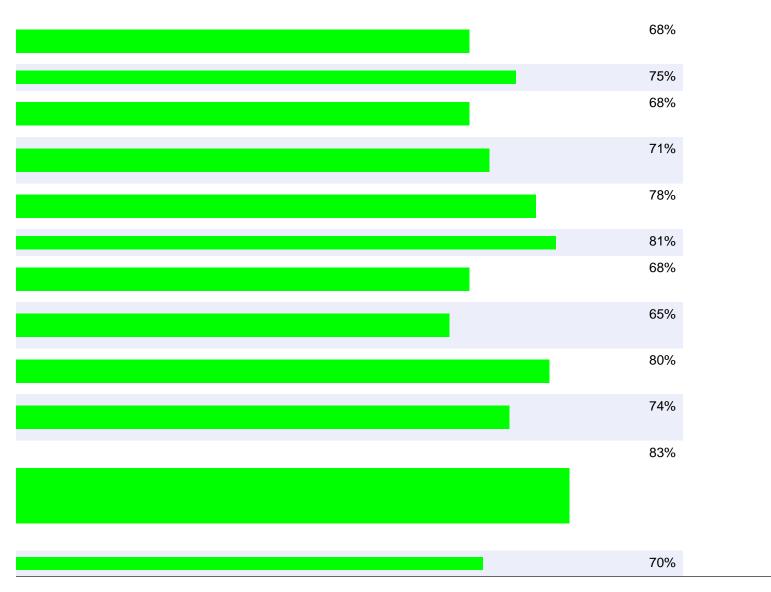
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



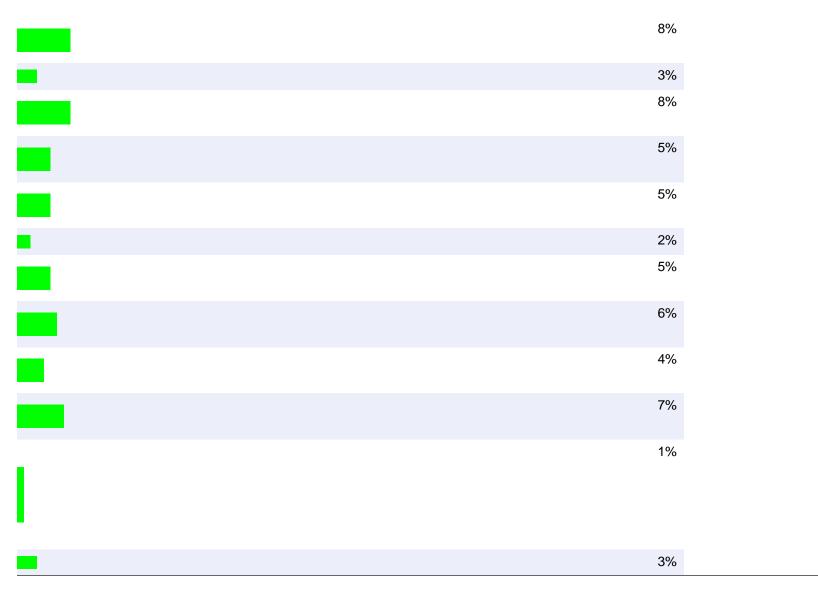
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



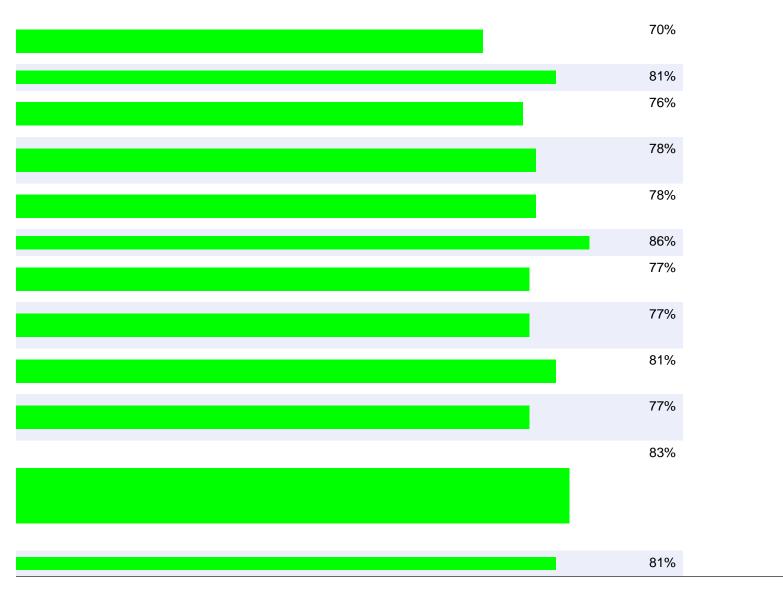
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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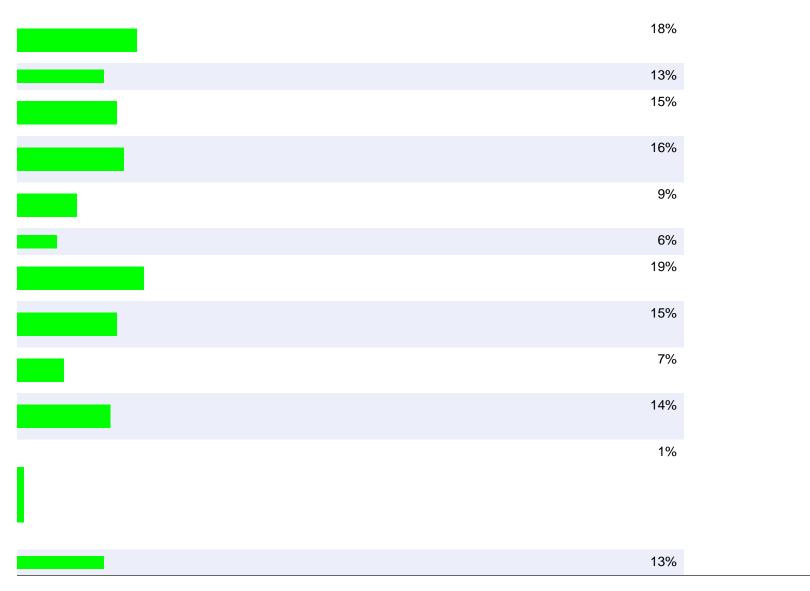
Page 603 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



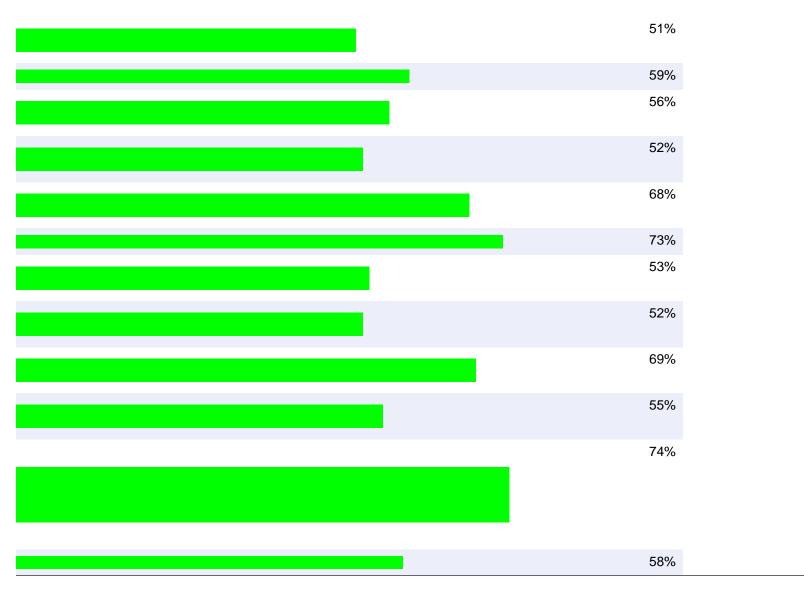
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



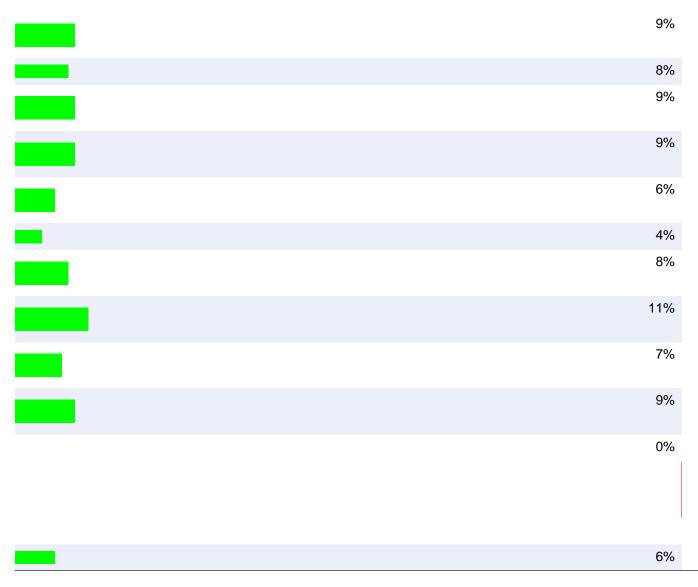
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



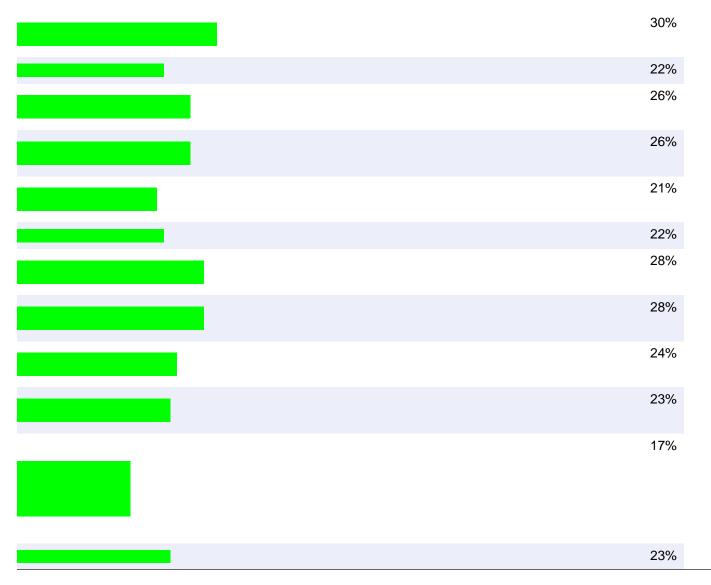
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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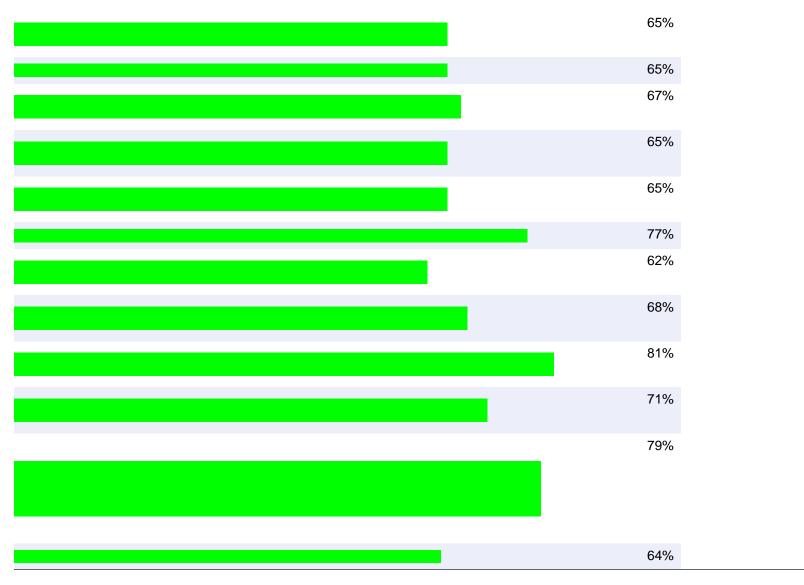
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



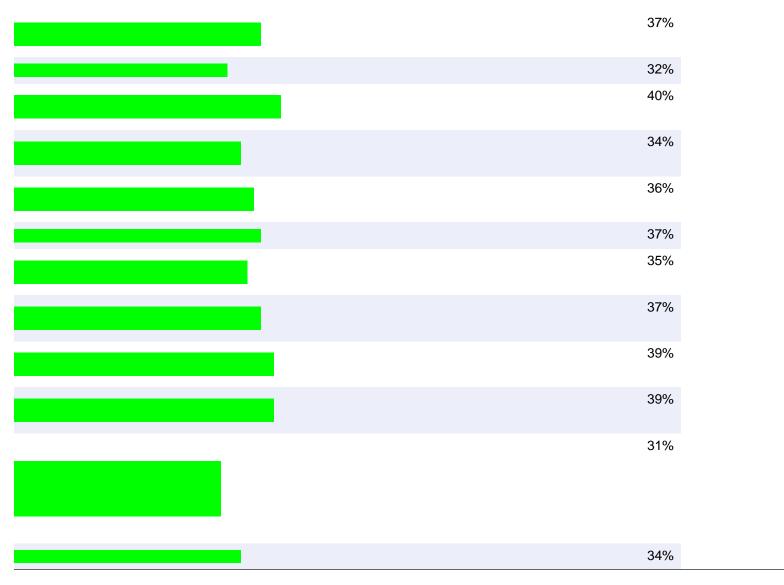
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



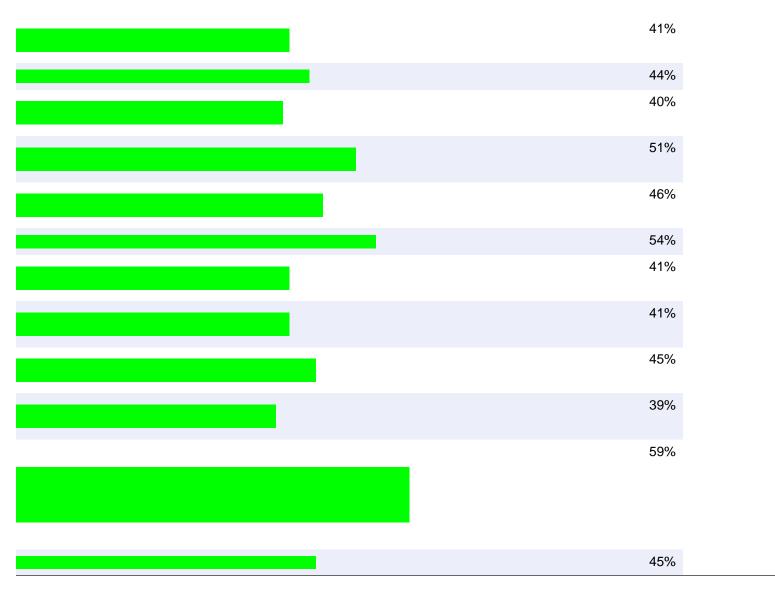
Page 617 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



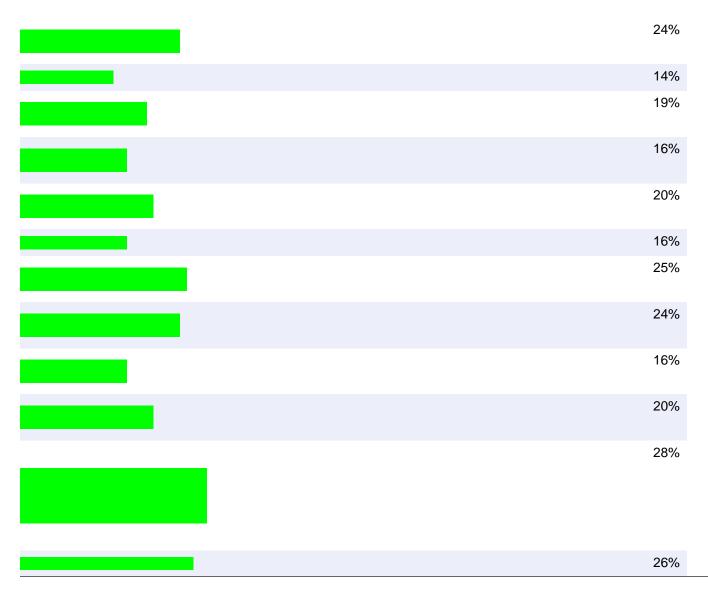
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



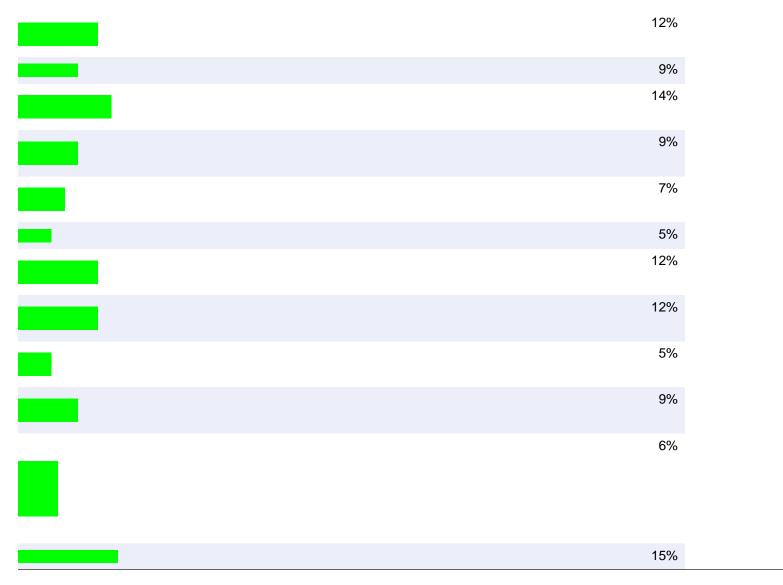
Page 620 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



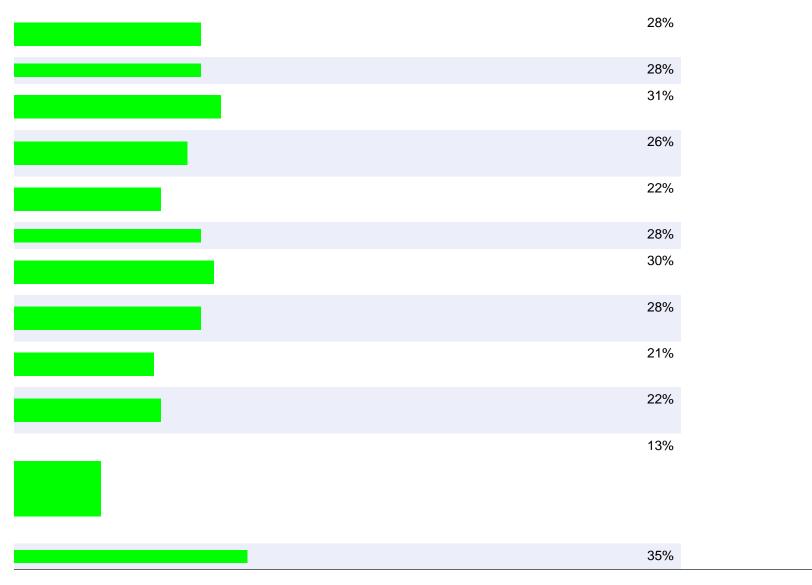
Page 621 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



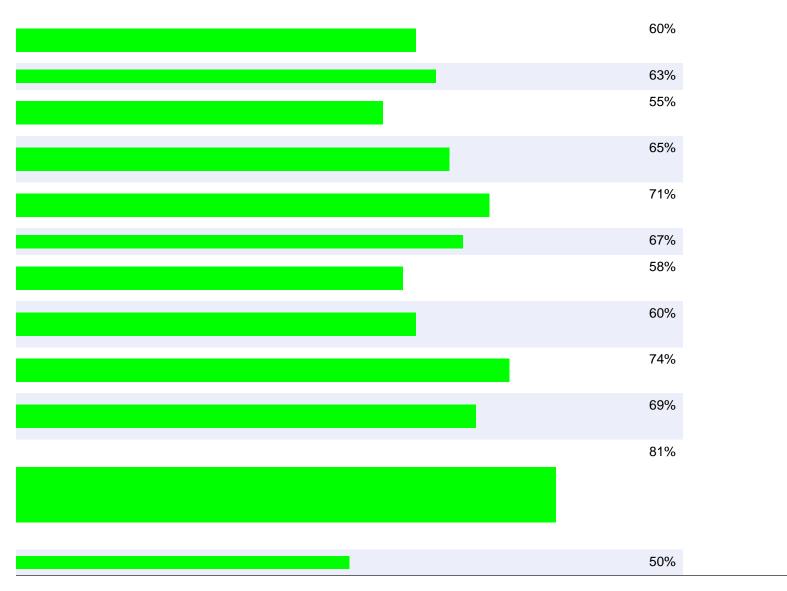
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



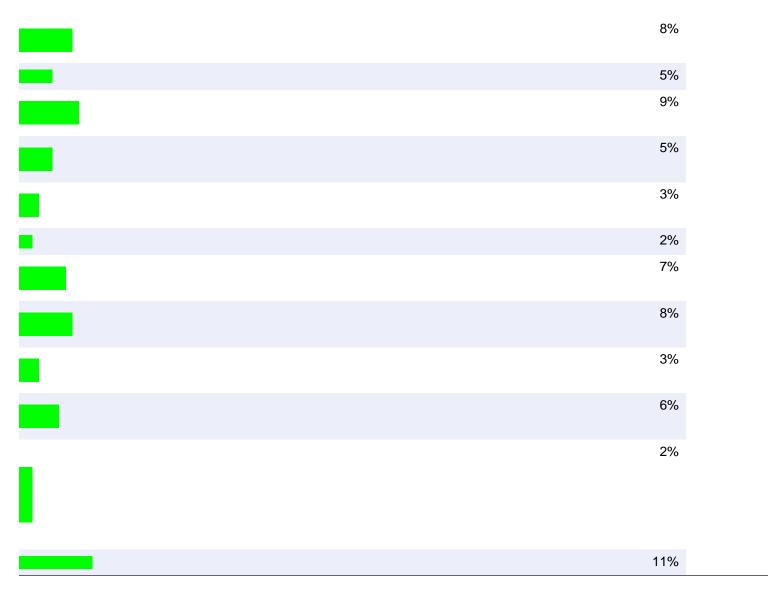
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



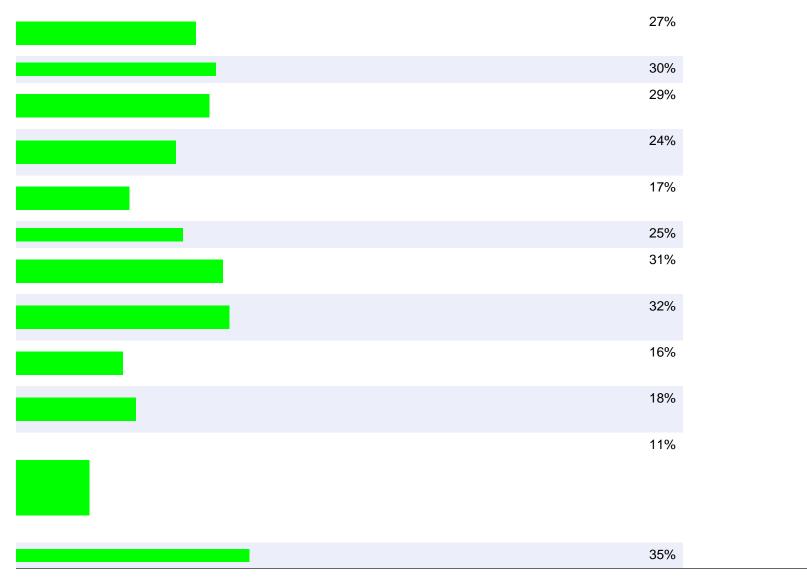
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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300 or more

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
Between 100 and 299
300 or more
Fewer than 100

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	reporting period
34%	
42%	
34%	
32%	
39%	
39%	
40%	
22%	
45%	
40%	
38%	Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
34%	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

050107	MARIAN MEDICAL CENTER	1400 E CHURCH ST
050749	THOUSAND OAKS SURGICAL HOSPITAL	401 ROLLING OAKS DR
050236	SIMI VALLEY HOSPITAL & HEALTH CARE SERVICES	2975 N SYCAMORE DR
050082	ST JOHNS REGIONAL MEDICAL CENTER	1600 N ROSE AVE
050040	LAC/OLIVE VIEW-UCLA MEDICAL CENTER	14445 OLIVE VIEW DRIVE
050278	PROVIDENCE HOLY CROSS MEDICAL CENTER	15031 RINALDI ST
050137	KAISER FOUNDATION HOSPITAL - PANORAMA CITY	13652 CANTARA ST
050239	GLENDALE ADVENTIST MEDICAL CENTER	1509 E WILSON TERRACE
050058	GLENDALE MEM HOSPITAL & HLTH CENTER	1420 S CENTRAL AVE
050481	WEST HILLS HOSPITAL & MEDICAL CENTER	7300 MEDICAL CENTER DR
050677	KAISER FOUNDATION HOSPITAL - WOODLAND HILLS	5601 DE SOTO
050378	PACIFICA HOSPITAL OF THE VALLEY	9449 SAN FERNANDO RD
050704	MISSION COMMUNITY HOSPITAL - PANORAMA	14850 ROSCOE BLVD

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)		
	SANTA MARIA	CA
	THOUSAND OAKS	CA
	SIMI VALLEY	CA
	OXNARD	CA
	SYLMAR	CA
	MISSION HILLS	CA
	PANORAMA CITY	CA
	GLENDALE	CA
	GLENDALE	CA
	WEST HILLS	CA
	WOODLAND HILLS	CA
	SUN VALLEY	CA
	PANORAMA CITY	CA

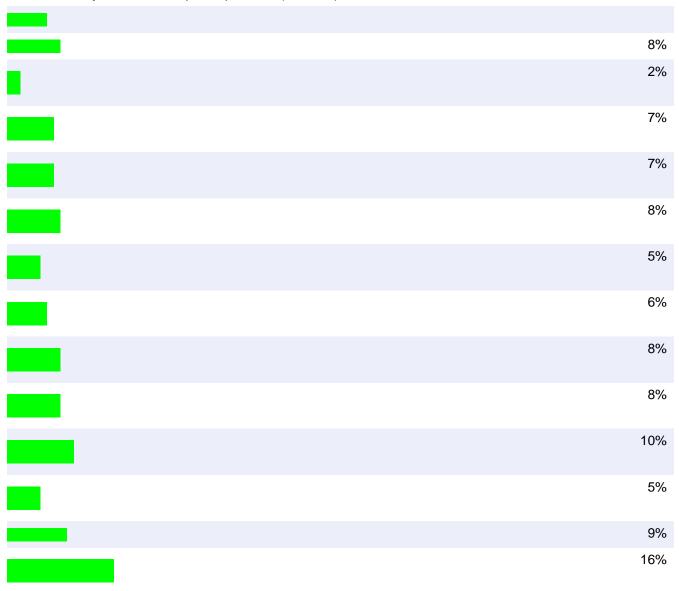
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dadou off Guivoy of Fationio Floopital Ex	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
93454	SANTA BARBARA	8057393000
91361	VENTURA	8057777750
93065	VENTURA	8059556000
93030	VENTURA	8059882500
91342	LOS ANGELES	8183641555
91345	LOS ANGELES	8183658051
91402	LOS ANGELES	8183753333
91206	LOS ANGELES	8184098202
91204	LOS ANGELES	8185021900
91307	LOS ANGELES	8186764100
91367	LOS ANGELES	8187193800
91352	LOS ANGELES	8187673310
91402	LOS ANGELES	8187872222

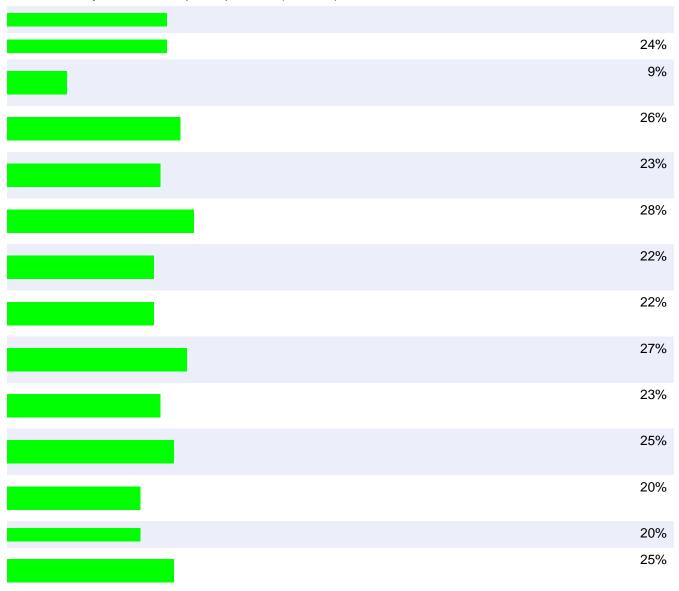
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



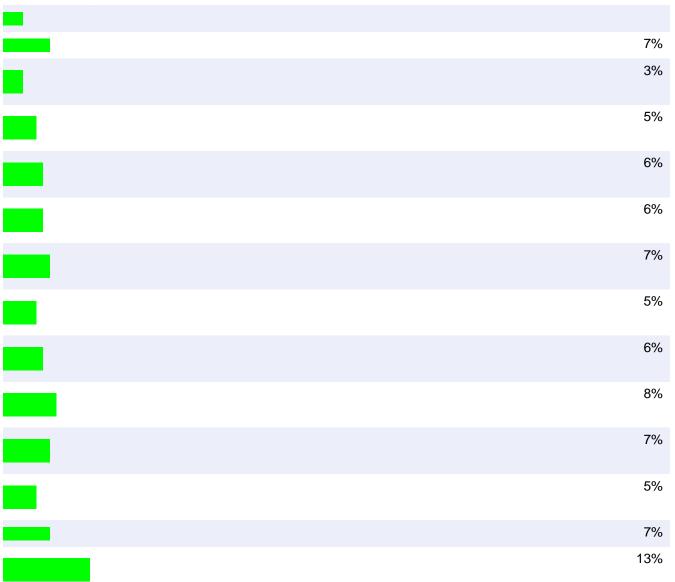
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

18%
9%
21%
19%
19%
17%
18%
18%
18%
18%
15%
14%
22%

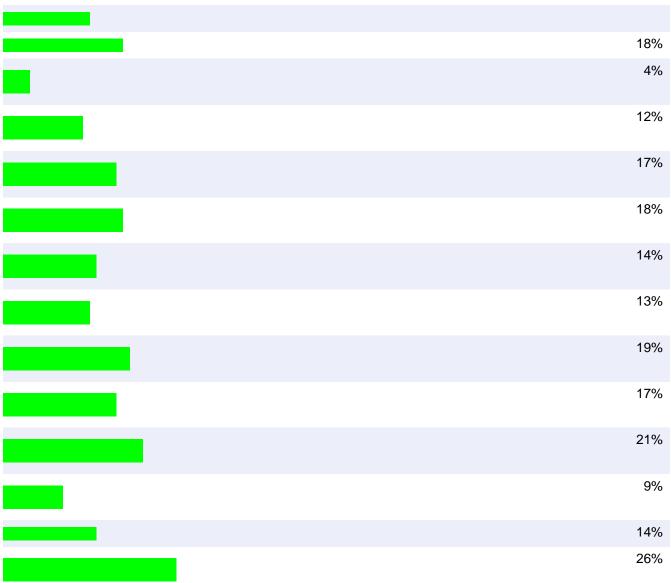
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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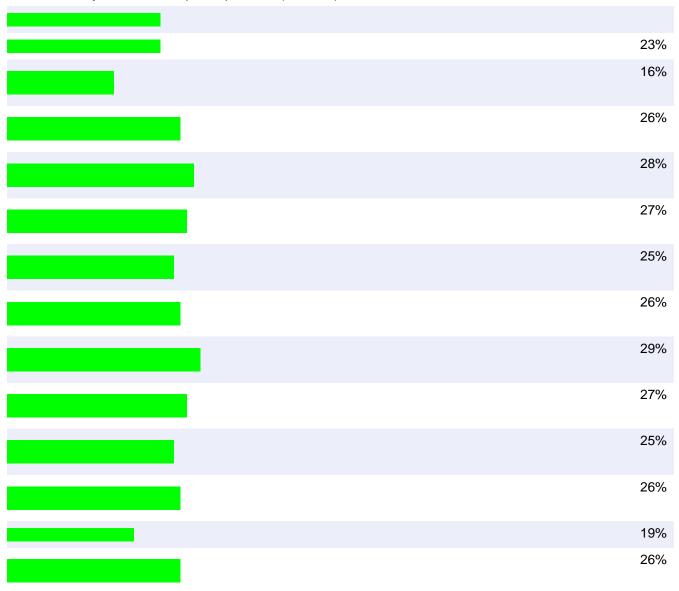
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	,	,	
			10%
			6%
			8%
			8%
			10%
			7%
			7%
			11%
			11%
			10%
			6%
			10%
			20%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



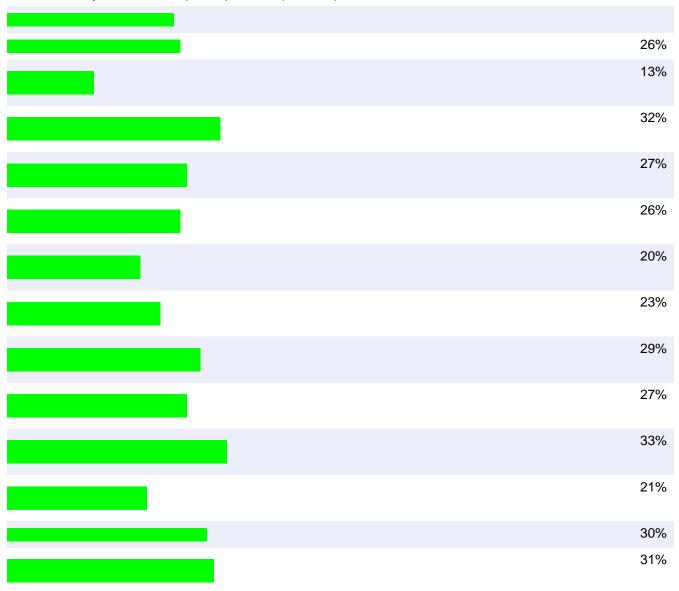
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

·	,	,		
				18%
				16%
				20%
				19%
				18%
				22%
				20%
				19%
				20%
				19%
				18%
				17%
				20%

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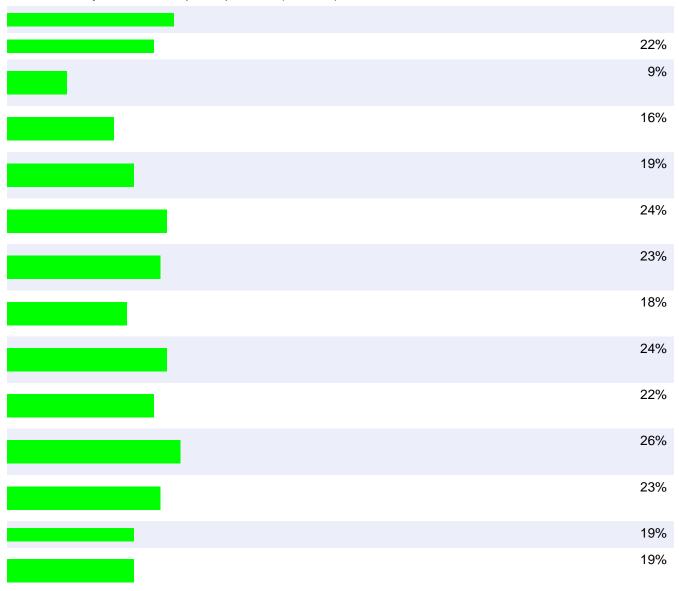
Page 648 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

11%
4%
6%
10%
15%
6%
7%
12%
9%
16%
8%
8%
12%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



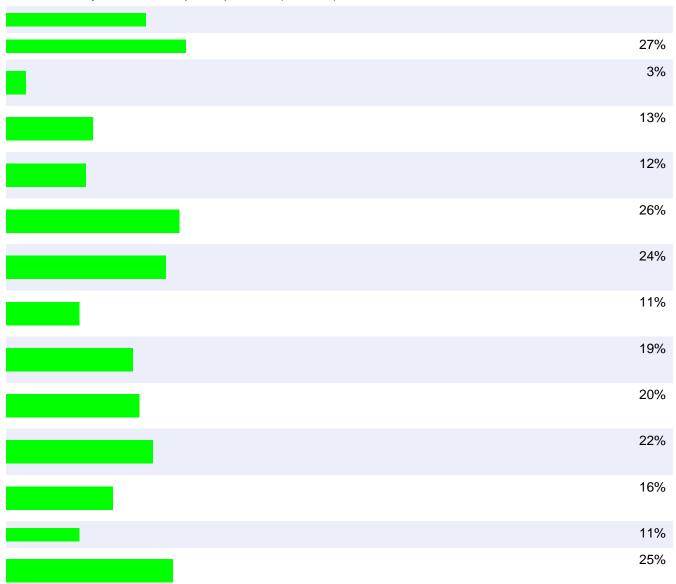
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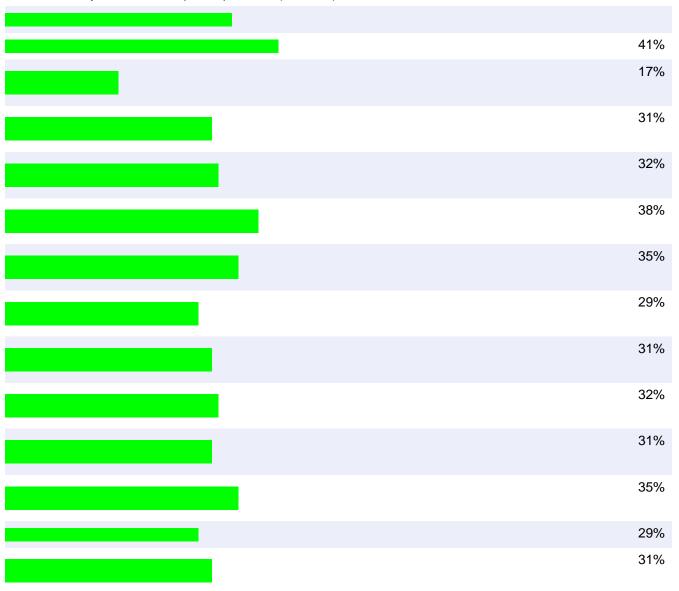
Page 651 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



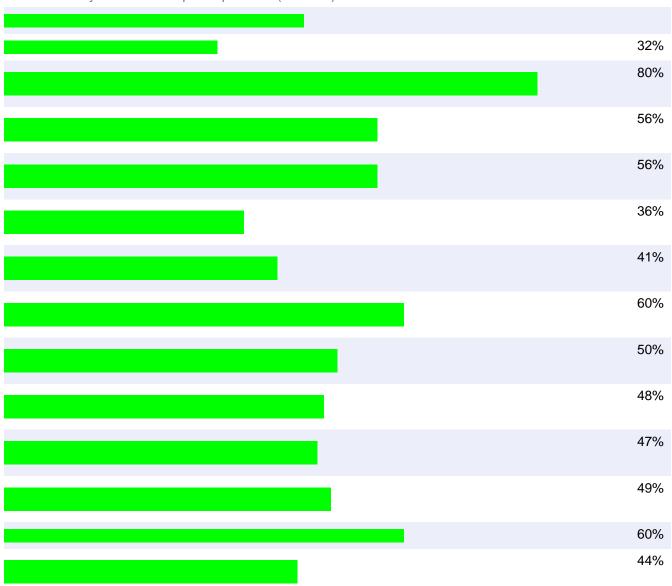
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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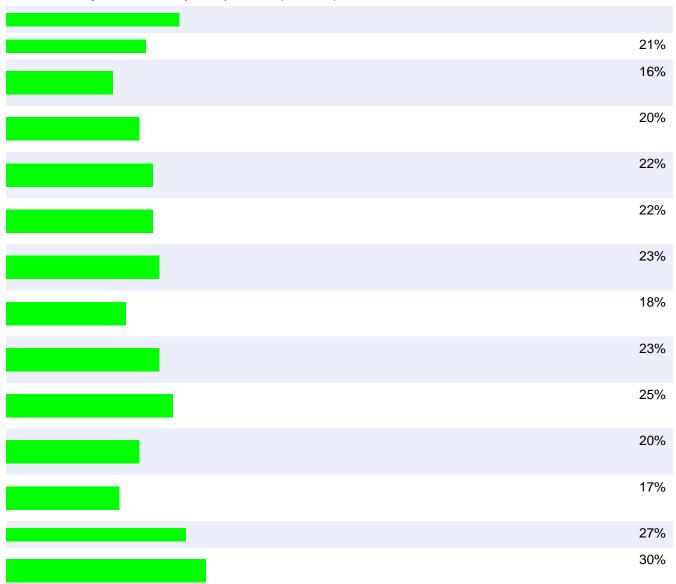
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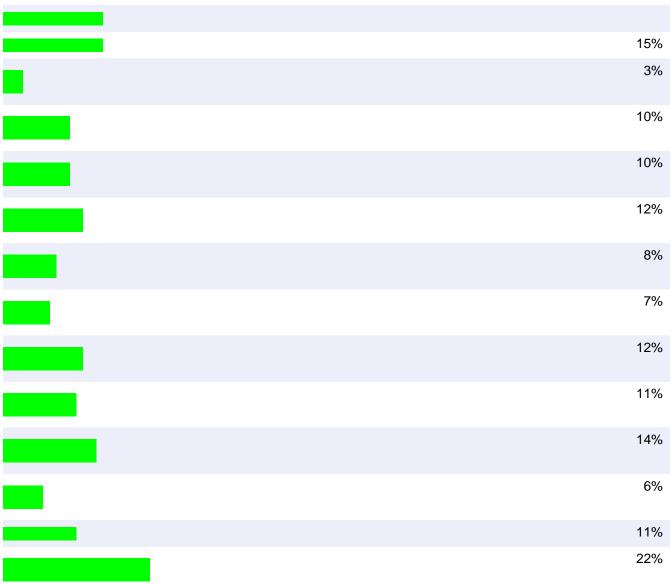
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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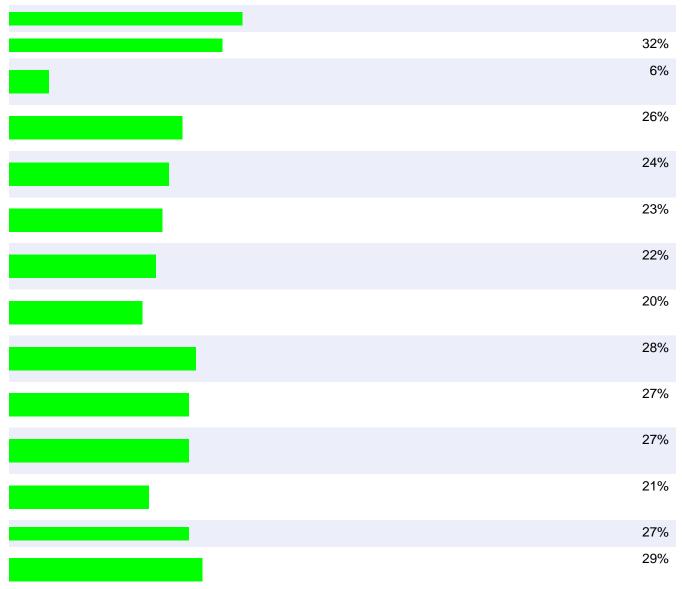
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

9%
2%
8%
6%
10%
4%
4%
8%
6%
9%
3%
11%
17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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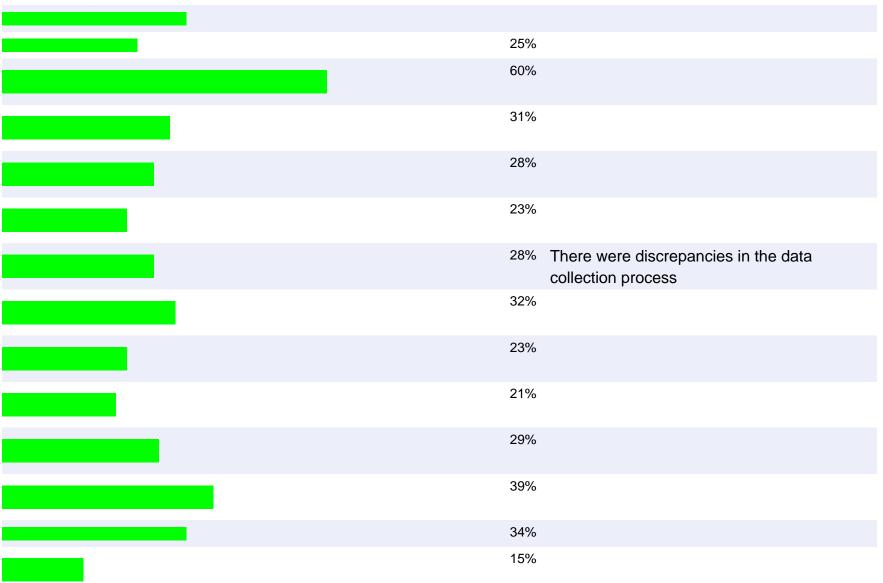
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
Between 100 and 299
300 or more
Between 100 and 299
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	PANORAMA	
050124	VERDUGO HILLS HOSPITAL	1812 VERDUGO BLVD
050235	PROVIDENCE SAINT JOSEPH MEDICAL CTR	501 SOUTH BUENA VISTA
050552	MOTION PICTURE & TELEVISION HOSPITAL	23388 MULHOLLAND DRIVE
050761	PROVIDENCE TARZANA MEDICAL CENTER	18321 CLARK STREET
050116	NORTHRIDGE HOSPITAL MEDICAL CENTER	18300 ROSCOE BLVD
050126	VALLEY PRESBYTERIAN HOSPITAL	15107 VANOWEN ST
050755	SHERMAN OAKS HOSPITAL	4929 VAN NUYS BLVD
050158	ENCINO HOSPITAL MEDICAL CENTER	16237 VENTURA BLVD
050189	GEORGE L MEE MEMORIAL HOSPITAL	300 CANAL STREET
050242	DOMINICAN HOSPITAL	1555 SOQUEL DRIVE
050714	SUTTER MATERNITY & SURGERY CENTER OF SANTA CRUZ	2900 CHANTICLEER AVENUE
050145	COMMUNITY HOSPITAL OF THE MONTEREY PENINSULA	23625 W R HOLMAN HIGHWAY
050296	HAZEL HAWKINS MEMORIAL HOSPITAL	911 SUNSET DRIVE
050194	WATSONVILLE COMMUNITY	75 NIELSON STREET

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

GLENDALE	CA
BURBANK	CA
WOODLAND HILLS	CA
TARZANA	CA
NORTHRIDGE	CA
VAN NUYS	CA
SHERMAN OAKS	CA
ENCINO	CA
KING CITY	CA
SANTA CRUZ	CA
SANTA CRUZ	CA
MONTEREY	CA
HOLLISTER	CA
WATSONVILLE	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

91209	LOS ANGELES	8187907100
91505	LOS ANGELES	8188435111
91364	LOS ANGELES	8188761888
91356	LOS ANGELES	8188810800
91325	LOS ANGELES	8188858500
91406	LOS ANGELES	8189023906
91403	LOS ANGELES	8189817111
91436	LOS ANGELES	8189955000
93930	MONTEREY	8313856000
95065	SANTA CRUZ	8314627700
95065	SANTA CRUZ	8314772200
93940	MONTEREY	8316245311
95023	SAN BENITO	8316375711
95076	SANTA CRUZ	8317244741

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

8%
5%
3%
8%
8%
12%
14%
13%
8%
4%
3%
4%
5%
6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

(`````````````````````````````````	
	24%
	21%
	15%
	25%
	24%
	23%
	25%
	24%
	26%
	23%
	17%
	21%
	21%
	22%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

6%
6%
0%
5%
7%
7%
10%
8%
8%
6%
3%
4%
7%
4%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

18%
17%
11%
17%
18%
20%
20%
20%
19%
18%
14%
16%
17%
19%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

13%
12%
7%
20%
17%
18%
23%
22%
13%
12%
7%
8%
11%
10%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Garvey of Fallonia Prospital Expensions (Florini C)	
	27%
	29%
	18%
	34%
	32%
	31%
	33%
	30%
	31%
	32%
	21%
	28%
	26%
	29%

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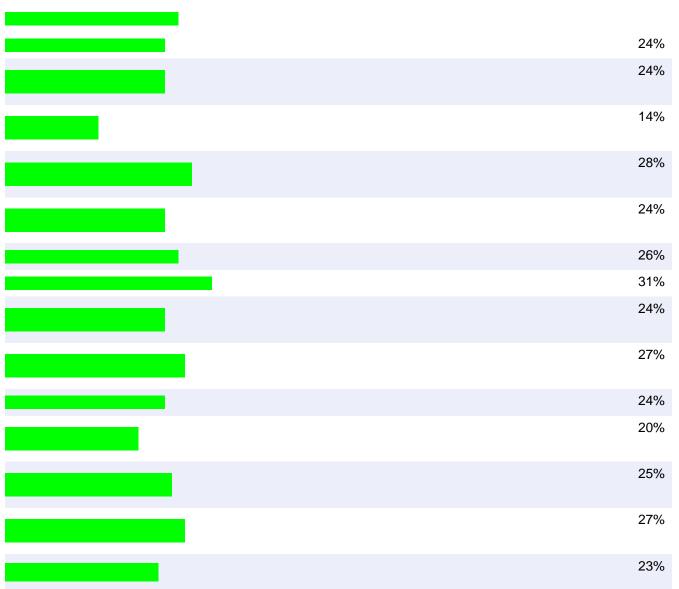
Page 677 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

9%
8%
3%
11%
10%
9%
13%
15%
9%
6%
5%
6%
8%
7%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



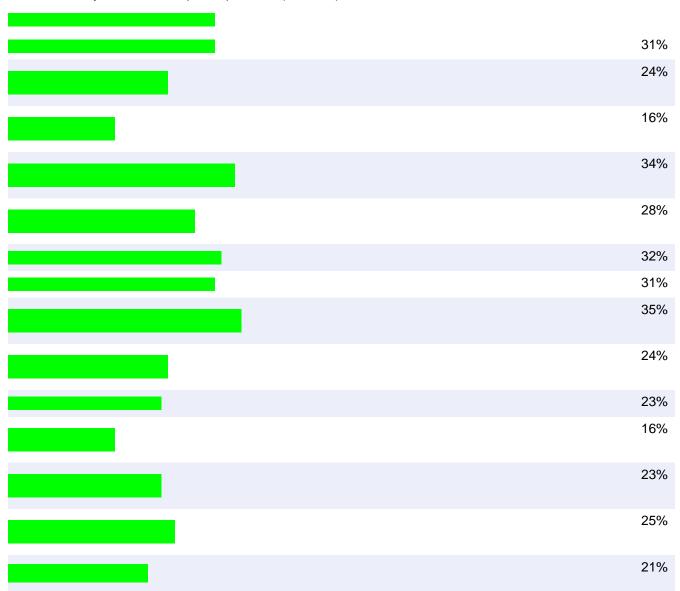
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

17%
17%
19%
19%
19%
19%
18%
22%
21%
22%
23%
15%
20%
17%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

7%
8%
3%
14%
11%
16%
11%
14%
6%
11%
4%
6%
10%
15%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Dadod Sir Garvey of Fattoria Prospital Exponences (Floritin G)	
	24%
	21%
	18%
	25%
	23%
	26%
	25%
	21%
	15%
	24%
	20%
	16%
	21%
	22%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Carvey of Fallonia Prospital Exponences (11674111 G)	
	21%
	15%
	5%
	26%
	22%
	20%
	17%
	23%
	18%
	19%
	7%
	11%
	21%
	14%

Page 687 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Daded on Carvey of Fatterite Freepital Experiences (11674111 C)	
	38%
	37%
	29%
	30%
	33%
	33%
	32%
	30%
	26%
	37%
	22%
	29%
	38%
	37%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



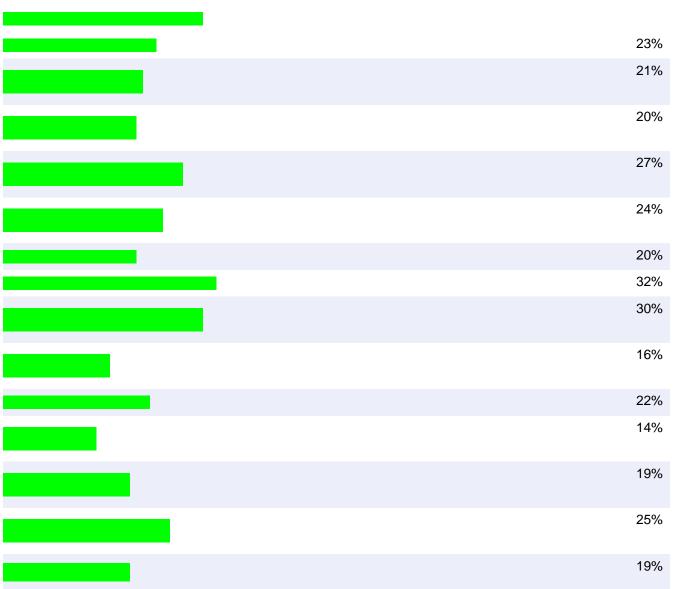
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



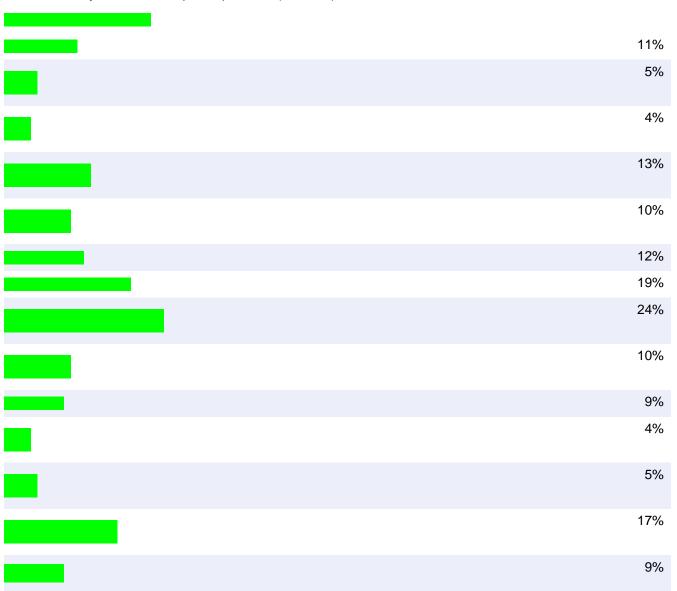
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



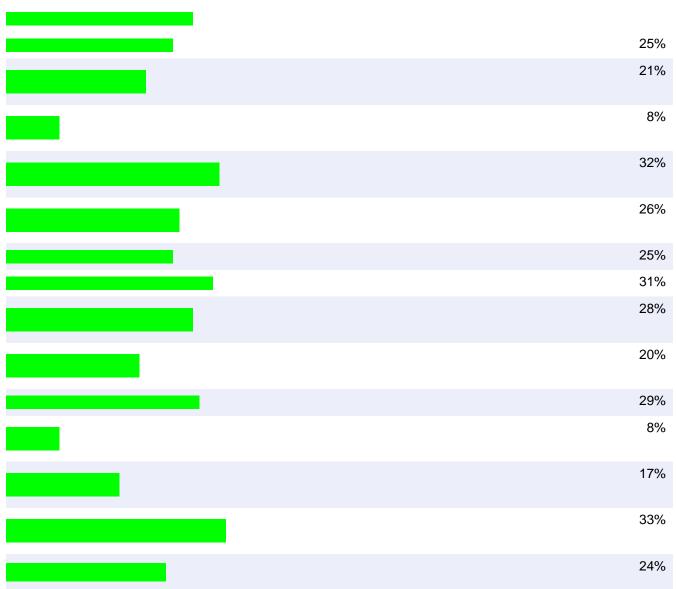
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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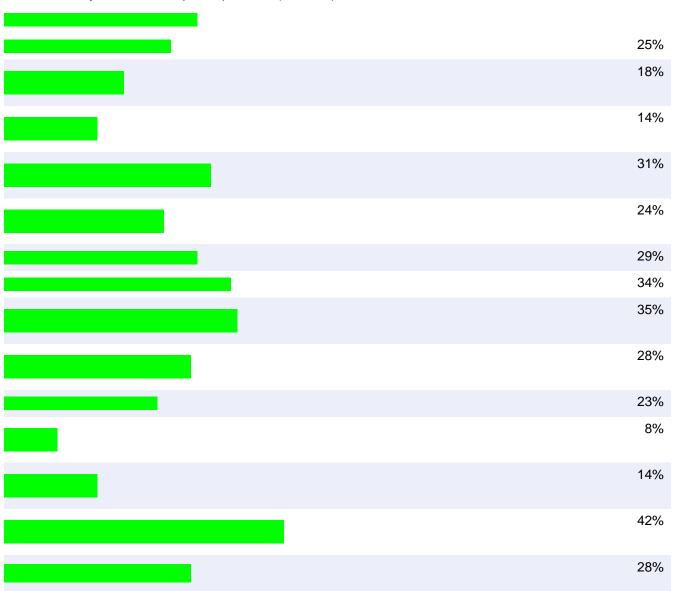
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

6%
3%
1%
7%
7%
8%
16%
16%
7%
4%
2%
2%
9%
7%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
Between 100 and 299
300 or more
Between 100 and 299
Between 100 and 299
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

36%
32% There were discrepancies in the data collection process
41%
35%
26%
26%
20%
16%
22%
31%
49%
40%
27%
28%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Garvey of Fattorite Freepital Experiences (Free in G		
	HOSPITAL	
050248	NATIVIDAD MEDICAL CENTER	1441 CONSTITUTION BOULEVARD
050334	SALINAS VALLEY MEMORIAL HOSPITAL	450 EAST ROMIE LANE
050506	SIERRA VISTA REGIONAL MEDICAL CENTER	1010 MURRAY ST
050636	POMERADO HOSPITAL	15615 POMERADO ROAD
050424	SCRIPPS GREEN HOSPITAL	10666 NORTH TORREY PINES ROAD
050324	SCRIPPS MEMORIAL HOSPITAL LA JOLLA	9888 GENESEE AVENUE
050100	SHARP MEMORIAL HOSPITAL	7901 FROST ST
050272	REDLANDS COMMUNITY HOSPITAL	350 TERRACINA BLVD
051312	MOUNTAINS COMMUNITY HOSPITAL	29101 HOSPITAL ROAD
050140	KAISER FOUNDATION HOSPITAL FONTANA	9961 SIERRA AVE
050327	LOMA LINDA UNIVERSITY MEDICAL CENTER	11234 ANDERSON ST
050245	ARROWHEAD REGIONAL MEDICAL CENTER	400 NORTH PEPPER AVENUE
050588	SAN DIMAS COMMUNITY HOSPITAL	1350 W COVINA BLVD
050758	MONTCLAIR HOSPITAL MEDICAL	5000 SAN BERNARDINO ST

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	SALINAS	CA
	SALINAS	CA
	SAN LUIS OBISPO	CA
	POWAY	CA
	LA JOLLA	CA
	LA JOLLA	CA
	SAN DIEGO	CA
	REDLANDS	CA
	LAKE ARROWHEAD	CA
	FONTANA	CA
	LOMA LINDA	CA
	COLTON	CA
	SAN DIMAS	CA
	MONTCLAIR	CA

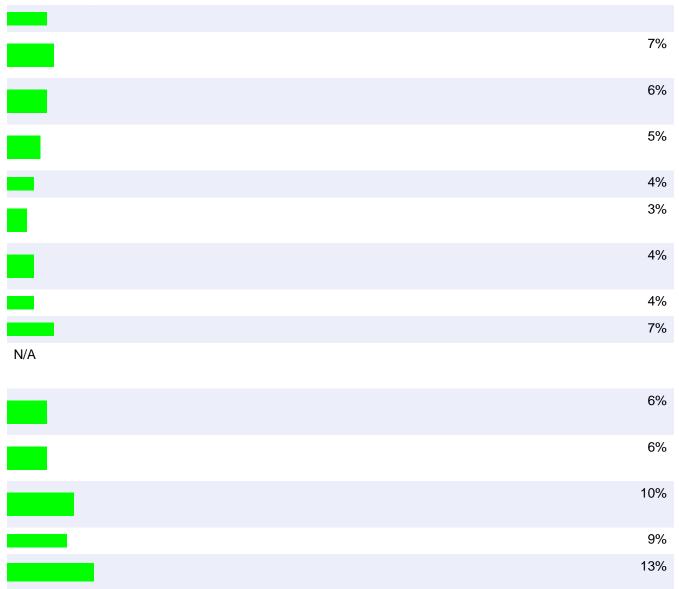
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	,	
93906	MONTEREY	8317554195
93901	MONTEREY	8317574333
93405	SAN LUIS OBISPO	8505467600
92064	SAN DIEGO	8584856511
92037	SAN DIEGO	8585543600
92037	SAN DIEGO	8586264123
92123	SAN DIEGO	8589393400
92373	SAN BERNARDINO	9093355500
92352	SAN BERNARDINO	9093363651
92335	SAN BERNARDINO	9094275500
92354	SAN BERNARDINO	9095589200
92324	SAN BERNARDINO	9095801000
91773	LOS ANGELES	9095996811
91763	SAN BERNARDINO	9096258300

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	22%
	24%
	20%
	25%
	18%
	18%
	18%
	22%
N/A	
	22%
	20%
	21%
	27%
	25%

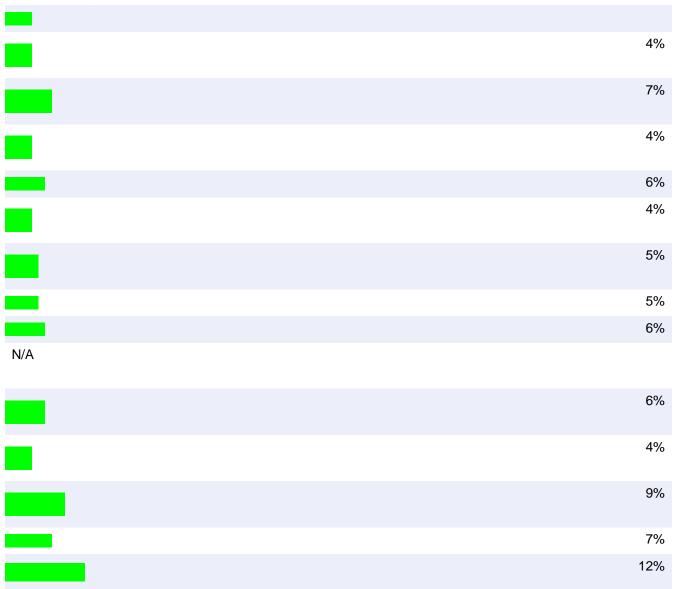
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	·	,	,		
					21%
					18%
					16%
					15%
					12%
					15%
					16%
					17%
N/A					
					16%
					17%
					17%
					21%
					21%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	15%
	12%
	10%
	13%
	9%
	10%
	10%
	15%
N/A	
	14%
	10%
	20%
	20%
	18%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	31%
	31%
	25%
	26%
	27%
	26%
	26%
	30%
N/A	
	28%
	26%
	29%
	30%
	30%

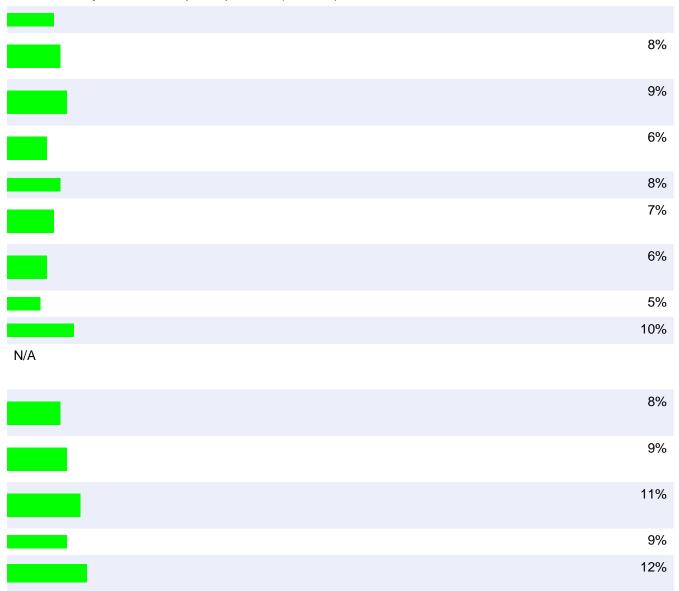
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	27%
	28%
	24%
	26%
	22%
	22%
	21%
	25%
N/A	
	26%
	21%
	23%
	27%
	28%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



Page 715 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	25%
	22%
	21%
	22%
	19%
	20%
	17%
	26%
N/A	
	23%
	22%
	26%
	31%
	33%

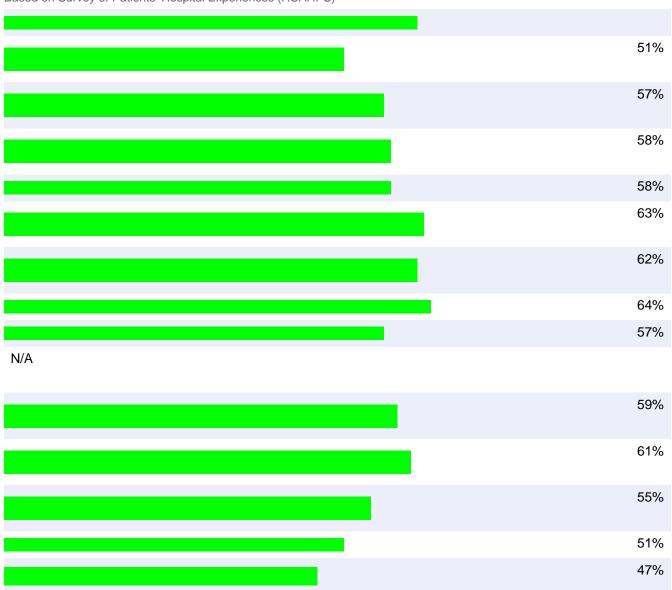
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	24%
	21%
	21%
	20%
	18%
	18%
	19%
	17%
N/A	
	18%
	17%
	19%
	18%
	20%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	13%
	7%
	11%
	16%
	7%
	8%
	5%
	9%
N/A	
	13%
	9%
	13%
	12%
	11%

Page 719 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	22%
	21%
	27%
	26%
	18%
	24%
	17%
	20%
N/A	
	26%
	17%
	22%
	25%
	23%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



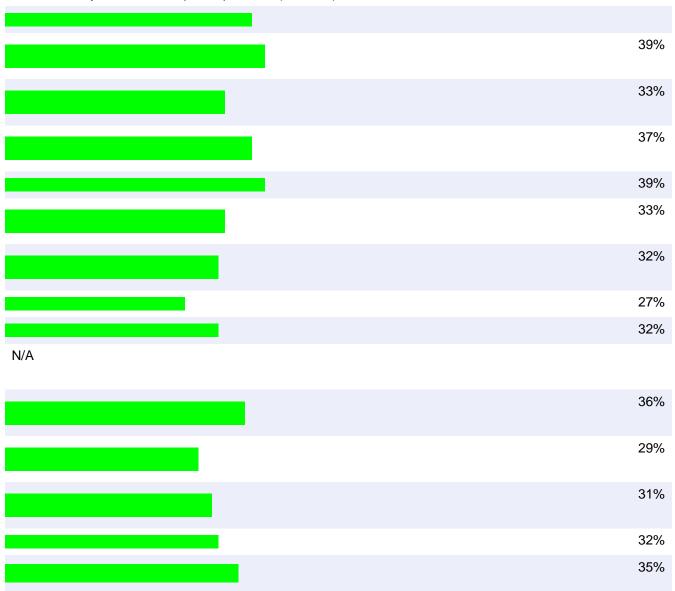
Page 721 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

	17%
	21%
	19%
	17%
	14%
	16%
	9%
	19%
N/A	
	22%
	18%
	17%
	26%
	25%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	19%
	20%
	16%
	22%
	19%
	18%
	17%
	21%
N/A	
	18%
	17%
	23%
	27%
	29%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	9%
	9%
	9%
	12%
	5%
	6%
	5%
	9%
N/A	
	11%
	7%
	13%
	15%
	18%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



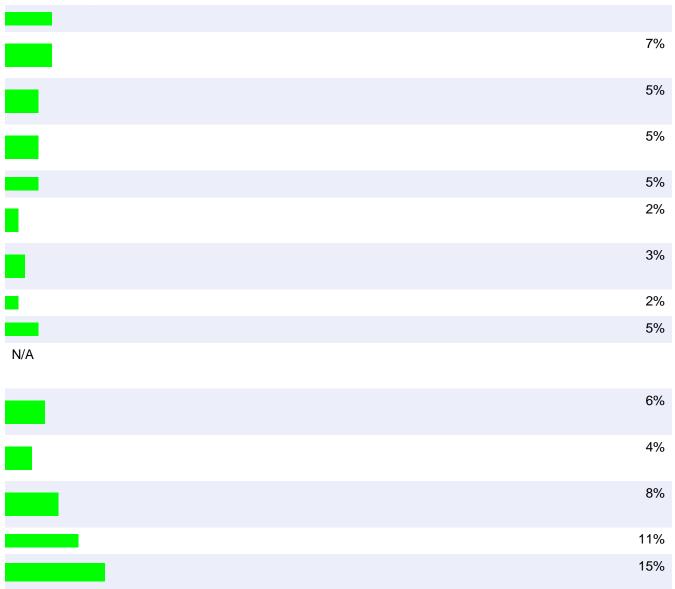
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



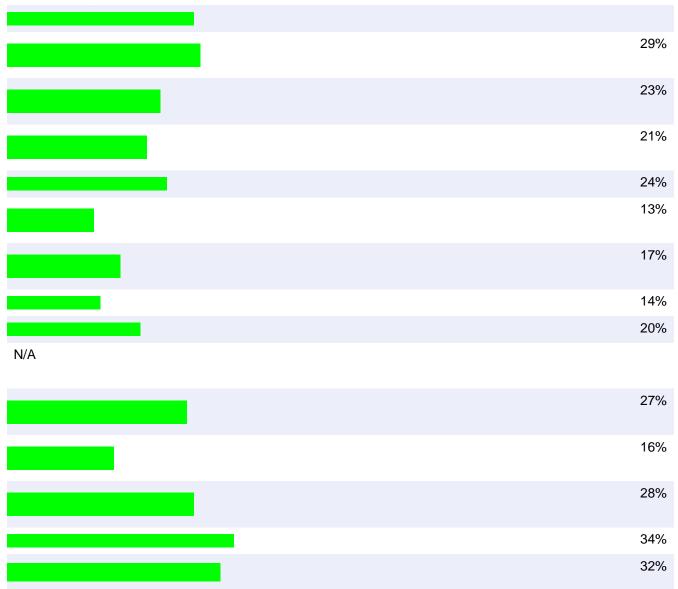
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

		· · · · · · · · · · · · · · · · · · ·	
300 or more			
N/A			
300 or more			

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)		
	42%	
	25%	
	35%	
	35%	
	48%	
	40%	
	37%	
	37%	
N/A	Survey results are not available for this	
	reporting period	
	30%	
	30%	
	30%	

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	•	 ,		
			CENTER	
050586			CHINO VALLEY MEDICAL CENTER	5451 WALNUT AVE
050231			POMONA VALLEY HOSPITAL MEDICAL CENTER	1798 N GAREY AVE
050618			BEAR VALLEY COMMUNITY HOSPITAL	41870 GARSTIN DR
050129			ST BERNARDINE MEDICAL CENTER	2101 N WATERMAN AVE
050089			COMMUNITY HOSPITAL OF SAN BERNARDINO	1805 MEDICAL CENTER DRIVE
050590			METHODIST HOSPITAL OF SACRAMENTO	7500 HOSPITAL DRIVE
050017			MERCY GENERAL HOSPITAL	4001 J ST
050516			MERCY SAN JUAN MEDICAL CENTER	6501 COYLE AVE
050674			KAISER FOUNDATION HOSP SO SACRAMENTO	6600 BRUCEVILLE ROAD
050108			SUTTER GENERAL HOSPITAL	2801 L STREET
050599			UNIVERSITY OF CALIFORNIA DAVIS MEDICAL CENTER	2315 STOCKTON BOULEVARD
050309			SUTTER ROSEVILLE MEDICAL CENTER	ONE MEDICAL PLAZA
050425			KAISER FOUNDATION HOSPITAL - SACRAMENTO/ROSEVILLE	2025 MORSE AVENUE
050414			MERCY HOSPITAL OF FOLSOM	1650 CREEKSIDE DRIVE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients Hospital Experiences (HCAHPS)		
	CHINO	CA
	POMONA	CA
	BIG BEAR LAKE	CA
	SAN BERNARDINO	CA
	SAN BERNARDINO	CA
	SACRAMENTO	CA
	SACRAMENTO	CA
	CARMICHAEL	CA
	SACRAMENTO	CA
	SACRAMENTO	CA
	SACRAMENTO	CA
	ROSEVILLE	CA
	SACRAMENTO	CA
	FOLSOM	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

91710	SAN BERNARDINO	9096276111
91767	LOS ANGELES	9098659500
92315	SAN BERNARDINO	9098666501
92404	SAN BERNARDINO	9098814440
92411	SAN BERNARDINO	9098876333
95823	SACRAMENTO	9164236010
95819	SACRAMENTO	9164534545
95608	SACRAMENTO	9165375000
95823	SACRAMENTO	9166882000
95816	SACRAMENTO	9167338999
95817	SACRAMENTO	9167342011
95661	PLACER	9167811000
95825	SACRAMENTO	9169735000
95630	SACRAMENTO	9169837400

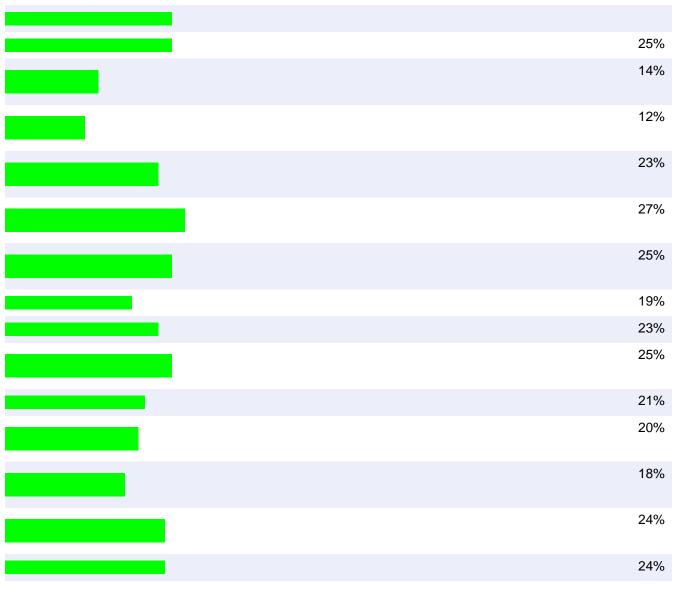
Page 738 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Duesd on Curvey of Fationic Floophar Exponences (110/1111 G)	
	13%
	2%
	0%
	8%
	10%
	8%
	5%
	5%
	7%
	6%
	4%
	4%
	7%
	7%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	11%
	2%
l .	1%
	8%
	14%
	6%
	5%
	6%
	5%
	5%
	3%
	6%
	5%
	5%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Based on Carvey of Fationic Freephal Expenditions (Floridin C)	
	21%
	11%
	4%
	18%
	23%
	17%
	15%
	18%
	17%
	17%
	20%
	17%
	18%
	16%

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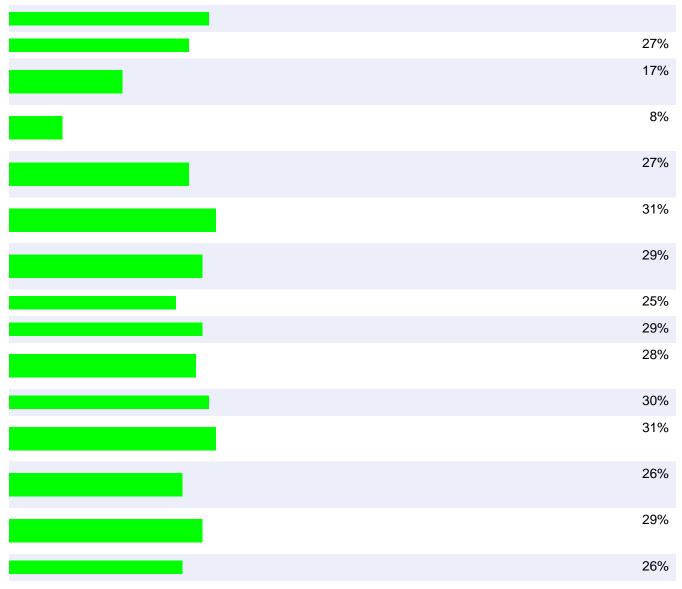
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

20	
20	)%
8	3%
2	2%
15	5%
19	)%
17	<b>'</b> %
12	2%
16	5%
13	8%
15	5%
12	2%
7	<b>'</b> %
13	8%
18	8%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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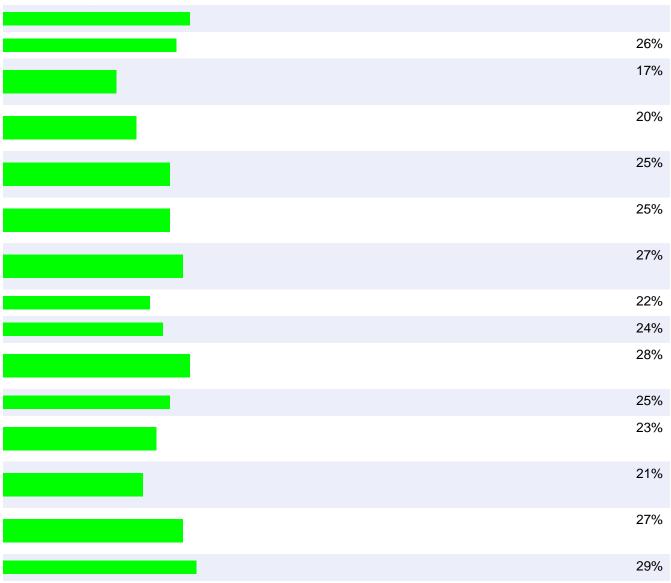
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

13%
4%
1%
9%
13%
10%
6%
7%
8%
7%
6%
6%
7%
6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



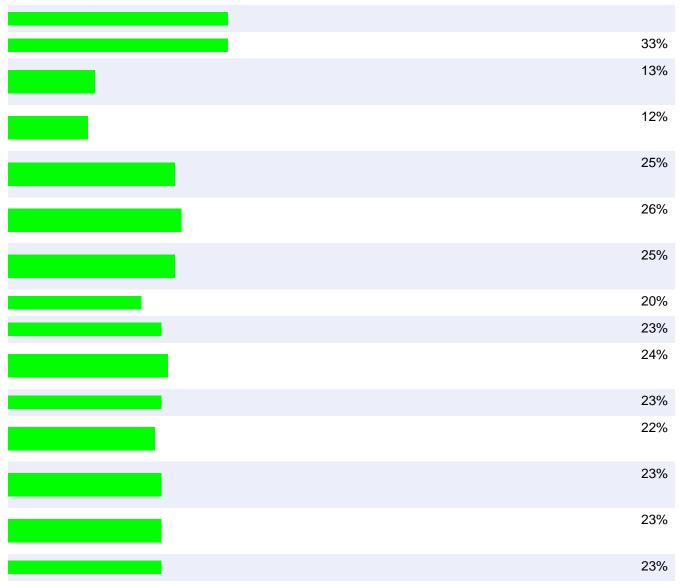
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



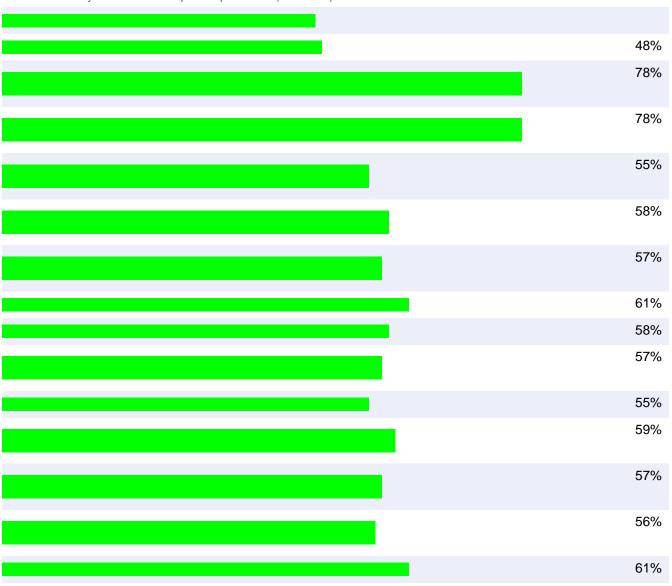
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	,	,		
			199	%
			9%	
			109	%
			20%	%
			169	%
			189	%
			199	%
			199	%
			199	
			229	
			199	%
			20%	%
			219	%
			169	%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

12%
7%
5%
16%
13%
10%
10%
11%
10%
10%
13%
11%
12%
9%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

24%
11%
10%
23%
23%
24%
20%
24%
26%
25%
25%
22%
24%
21%

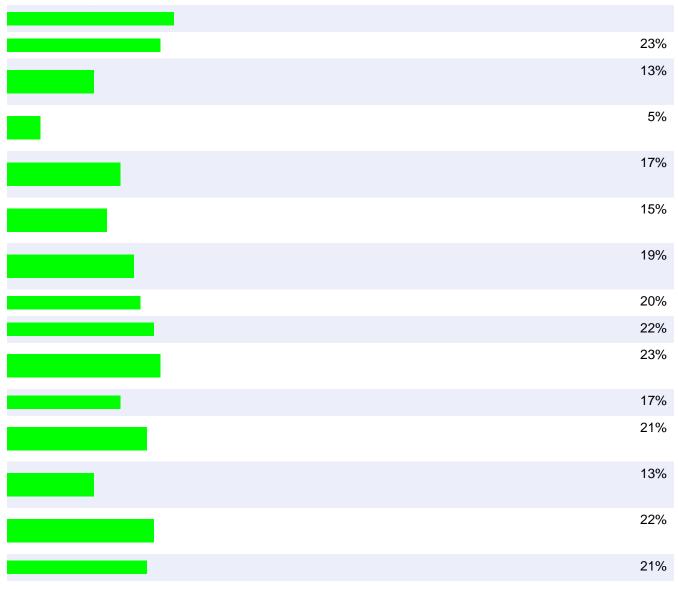
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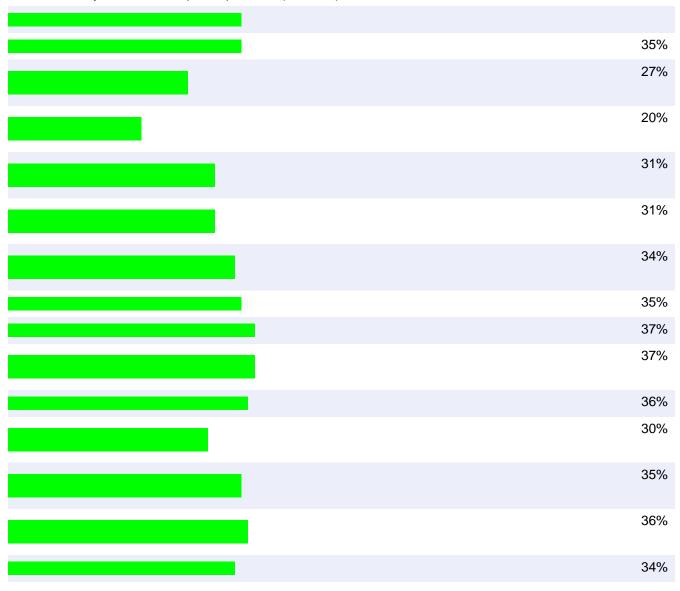
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



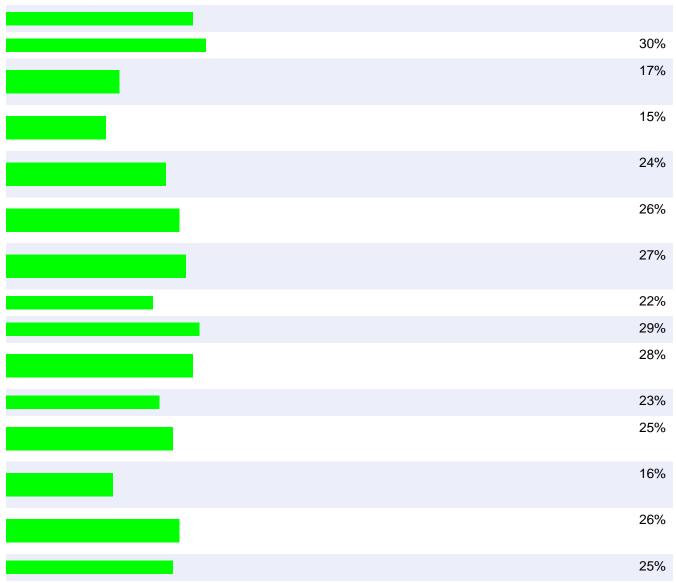
Page 761 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

		,		
				16%
				5%
				3%
				11%
				14%
				13%
				9%
				11%
				10%
				9%
				5%
				5%
				10%
				11%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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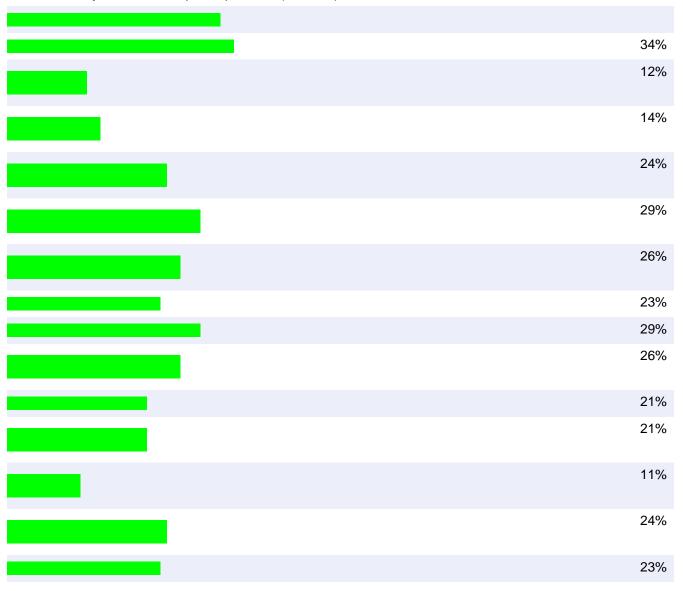
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

13%
6%
3%
6%
9%
8%
5%
7%
6%
4%
3%
3%
5%
6%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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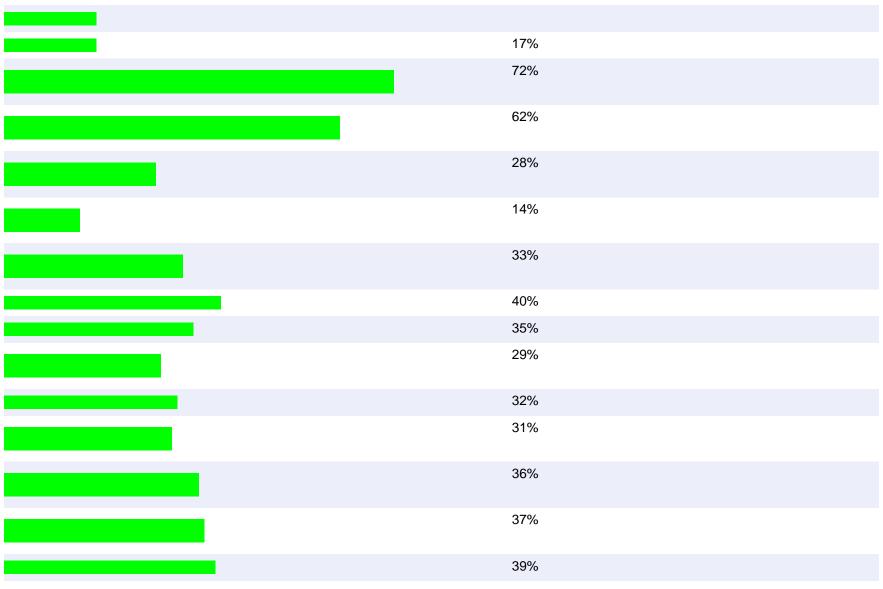
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more
300 or more
Between 100 and 299
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

050689	SAN RAMON REGIONAL MEDICAL CTR	6001 NORRIS CANYON ROAD
050072	KAISER FOUNDATION HOSPITAL - WALNUT CREEK	1425 S MAIN ST
050276	CONTRA COSTA REGIONAL MEDICAL CENTER	2500 ALHAMBRA AVE
050283	VALLEYCARE MEDICAL CENTER	5555 WEST LAS POSITAS BOULEVARD
050496	JOHN MUIR MEDICAL CENTER - CONCORD CAMPUS	2540 EAST ST
050523	SUTTER DELTA MEDICAL CENTER	3901 LONE TREE WAY
050760	KAISER FOUNDATION HOSPITAL - ANTIOCH	4501 SAND CREEK ROAD
050180	JOHN MUIR MEDICAL CENTER - WALNUT CREEK CAMPUS	1601 YGNACIO VALLEY RD
050567	MISSION HOSPITAL REGIONAL MED CENTER	27700 MEDICAL CENTER RD
050543	COLLEGE HOSPITAL COSTA MESA	301 VICTORIA STREET

050224	HOAG MEMORIAL HOSPITAL PRESBYTERIAN	ONE HOAG DRIVE
050603	SADDLEBACK MEMORIAL MEDICAL	24451 HEALTH CENTER

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Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	SAN RAMON	CA
	WALNUT CREEK	CA
	MARTINEZ	CA
	PLEASANTON	CA
	CONCORD	CA
	ANTIOCH	CA
	ANTIOCH	CA
	WALNUT CREEK	CA
	MISSION VIEJO	CA
	COSTA MESA	CA
	NEWPORT BEACH	CA
	LAGUNA HILLS	CA

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92653

Based on Survey of Patients' Hospital Experiences (HCAHPS)

94583	CONTRA COSTA	9252759200
94596	CONTRA COSTA	9252954000
94553	CONTRA COSTA	9253705000
94588	ALAMEDA	9254477000
94520	CONTRA COSTA	9256742002
94509	CONTRA COSTA	9257797200
94531	CONTRA COSTA	9258136500
94598	CONTRA COSTA	9259393000
92691	ORANGE	9493641400
92627	ORANGE	9496422734
92663	ORANGE	9496458600

**ORANGE** 

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9498374500

Based on Survey of Patients' Hospital Experiences (HCAHPS)

6%
6%
5%
3%
5%
8%
5%
4%
5%
20%
4%
8%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

20%
26%
27%
21%
20%
23%
22%
21%
22%
20%
21%
25%

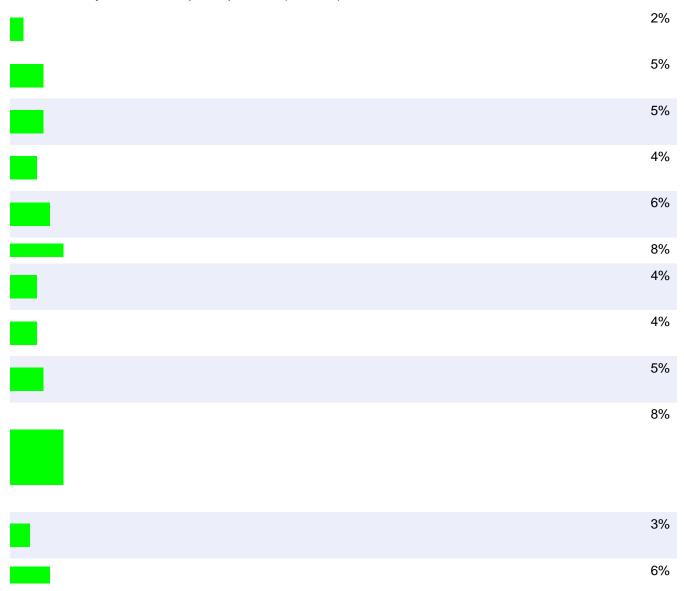
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

13%
18%
19%
16%
15%
18%
14%
16%
17%
26%
15%
20%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

13%
14%
16%
10%
12%
16%
12%
9%
16%
10%
8%
15%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

28%
30%
31%
28%
28%
33%
26%
25%
30%
22%
28%
30%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

7%
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9%
13%
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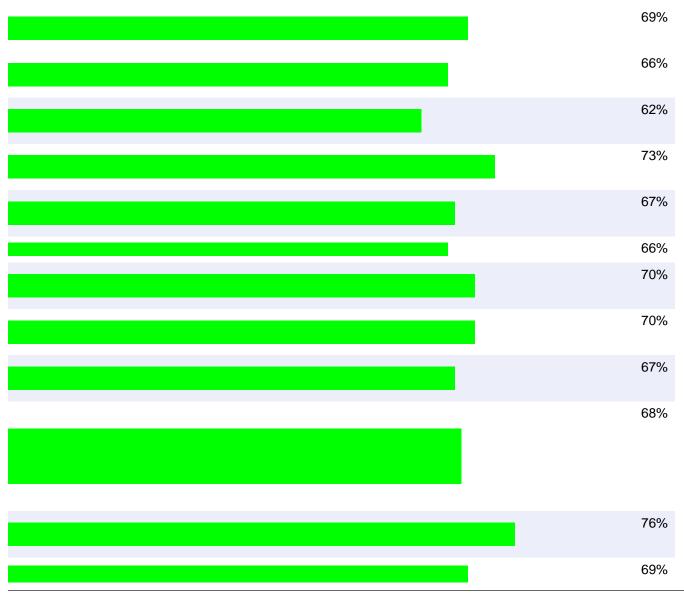
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

24%
27%
30%
21%
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24%
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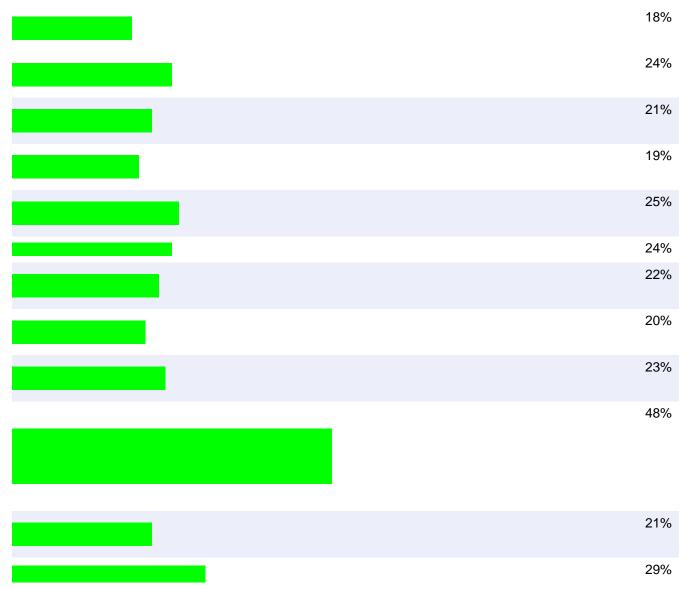
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

20%
20%
20%
17%
22%
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21%
12%
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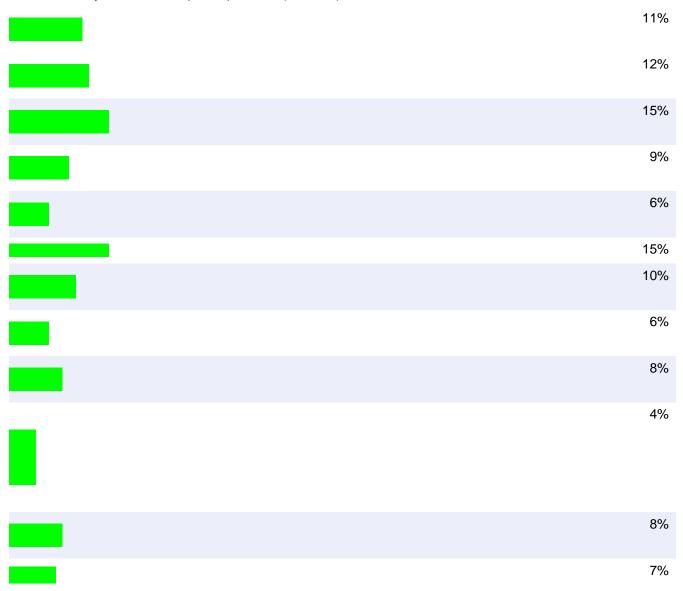
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



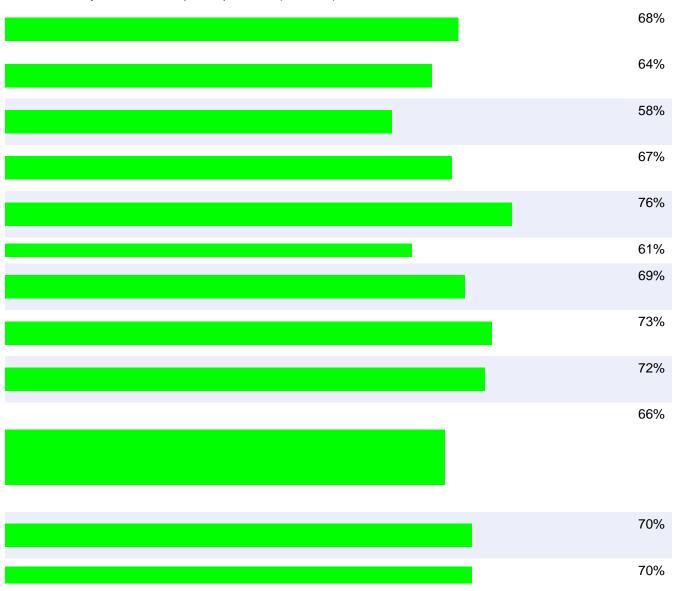
Page 789 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

21%
24%
27%
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20%
30%
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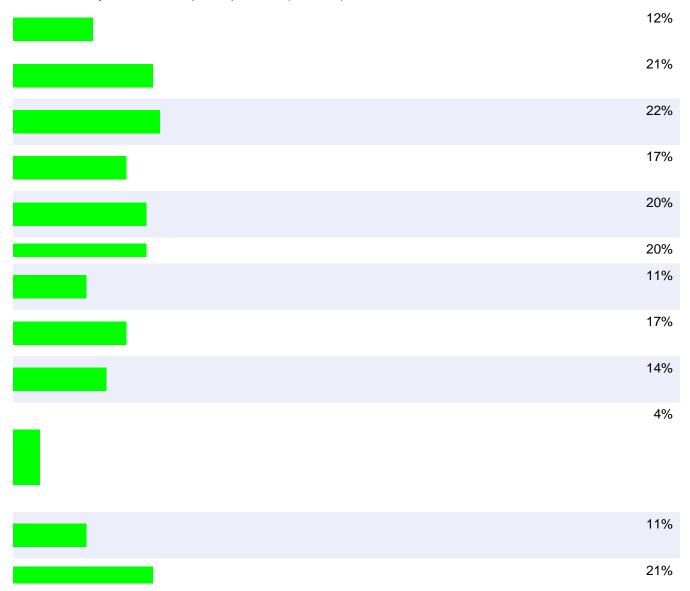
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



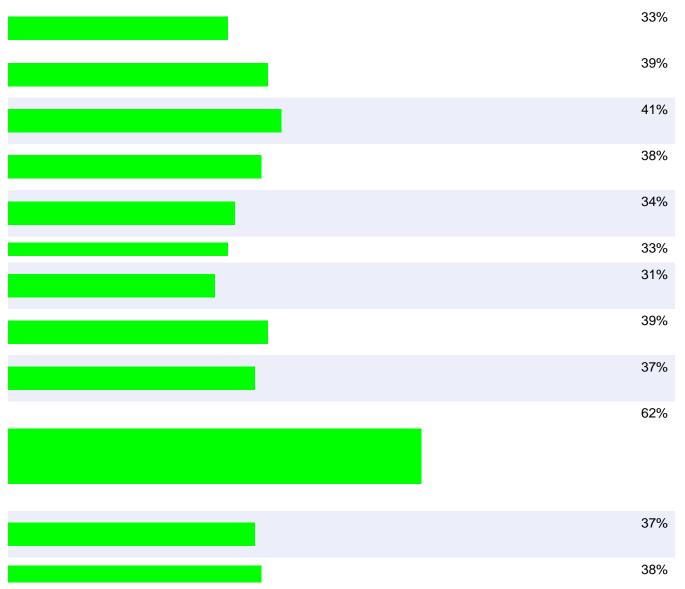
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



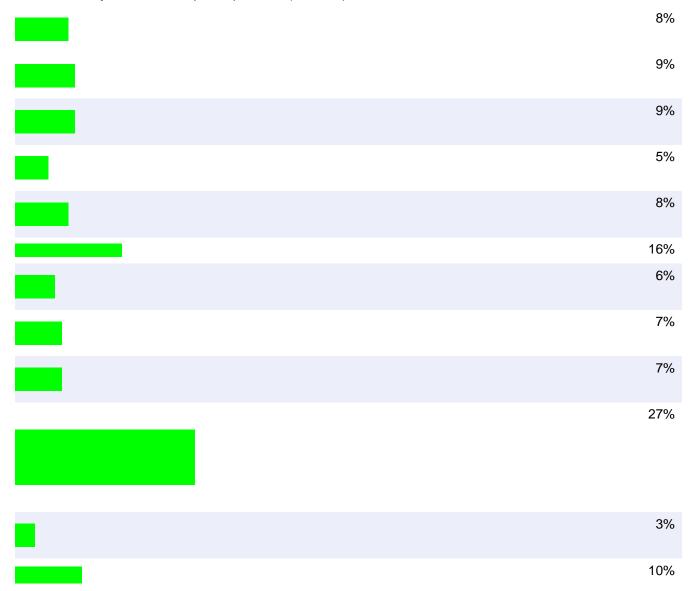
Page 795 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

19%
17%
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15%
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21%
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21%

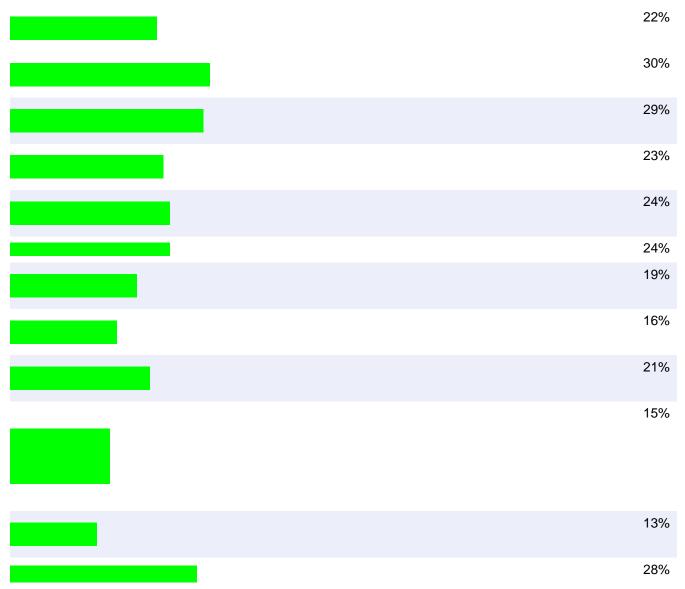
Page 796 of 840 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



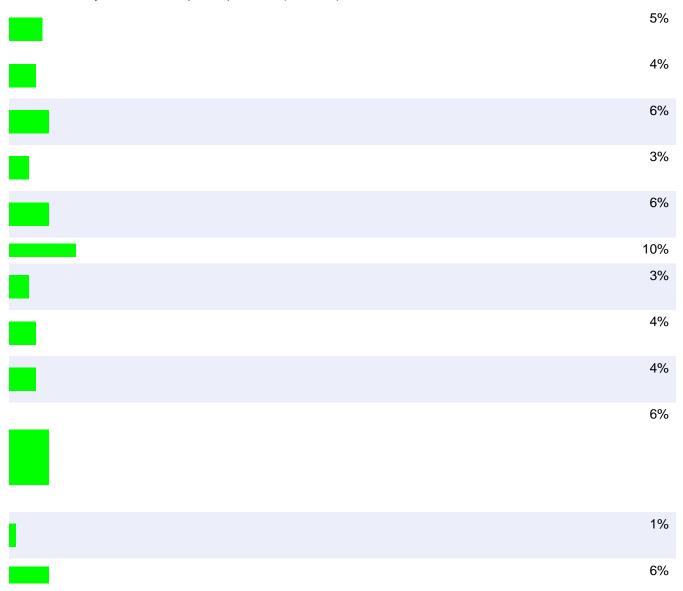
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

21%
26%
27%
19%
16%
26%
16%
14%
16%
20%
10%
23%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS) 300 or more Fewer than 100 300 or more 300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

35%
39%
31%
33%
34%
25%
34%
35%
31%
10% Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance
41%
33%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

	CENTER	DRIVE
050765	KAISER FOUNDATION HOSPITAL- MORENO VALLEY	27300 IRIS AVENUE
050686	KAISER FOUNDATION HOSPITAL, RIVERSIDE	10800 MAGNOLIA AVENUE
050292	RIVERSIDE COUNTY REGIONAL MEDICAL CENTER	26520 CACTUS AVENUE
050390	HEMET VALLEY MEDICAL CENTER	1117 EAST DEVONSHIRE
050684	MENIFEE VALLEY MEDICAL CENTER	28400 MCCALL BOULEVARD
050102	PARKVIEW COMMUNITY HOSPITAL MEDICAL CENTER	3865 JACKSON STREET
050701	SOUTHWEST HEALTHCARE SYSTEM	25500 MEDICAL CENTER DRIVE
050329	CORONA REGIONAL MEDICAL CENTER	800 SOUTH MAIN STREET
050054	SAN GORGONIO MEMORIAL HOSPITAL	600 NORTH HIGHLAND SPRINGS AVENUE
050022	RIVERSIDE COMMUNITY HOSPITAL	4445 MAGNOLIA AVENUE

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

MORENO VALLEY	CA
RIVERSIDE	CA
MORENO VALLEY	CA
HEMET	CA
SUN CITY	CA
RIVERSIDE	CA
MURRIETA	CA
CORONA	CA
BANNING	CA
RIVERSIDE	CA

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

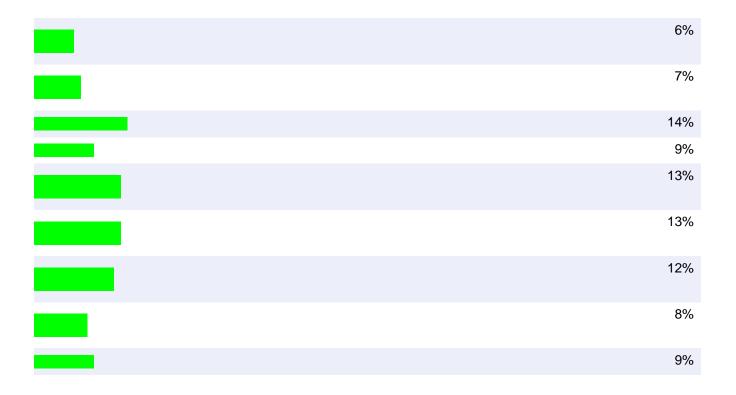
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92505	RIVERSIDE	9513532000
92555	RIVERSIDE	9514864000
92543	RIVERSIDE	9516522811
92585	RIVERSIDE	9516798888
92503	RIVERSIDE	9516882211
92562	RIVERSIDE	9516966000
92882	RIVERSIDE	9517374343
92220	RIVERSIDE	9517692101
92501	RIVERSIDE	9517883000

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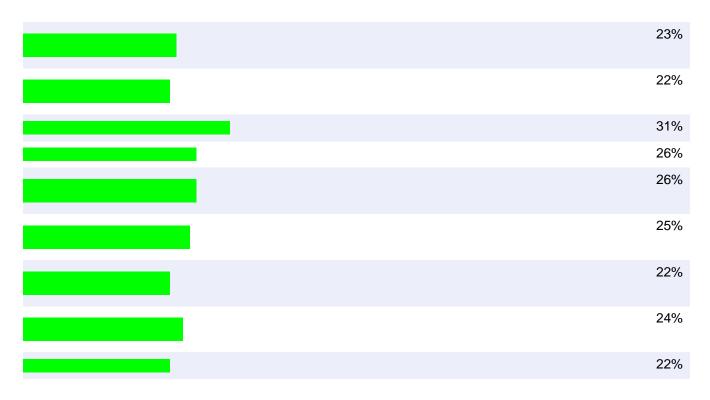
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

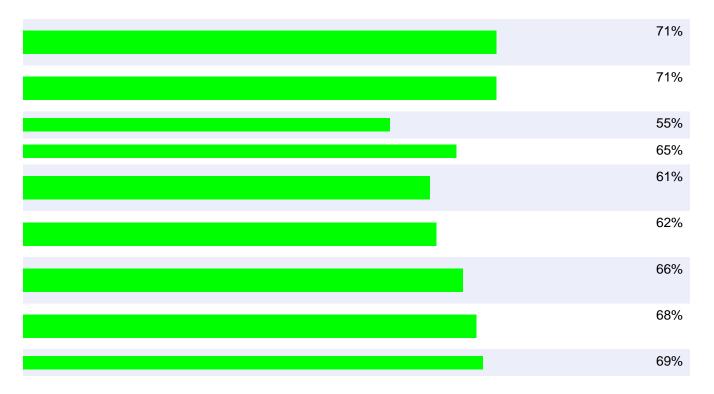




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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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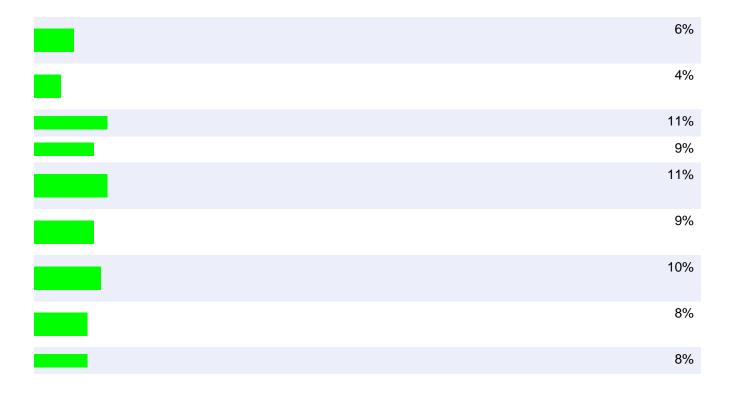


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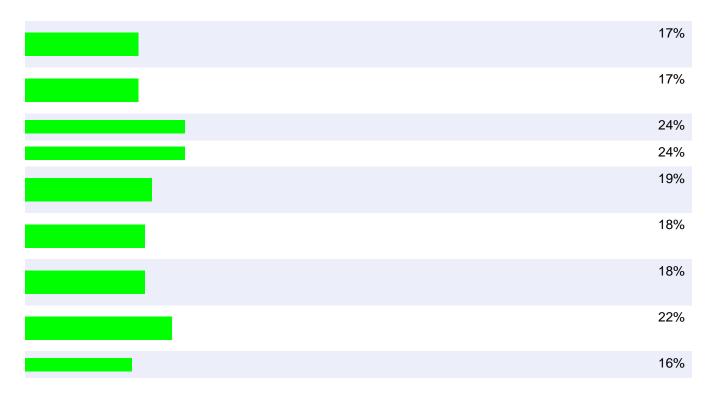
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

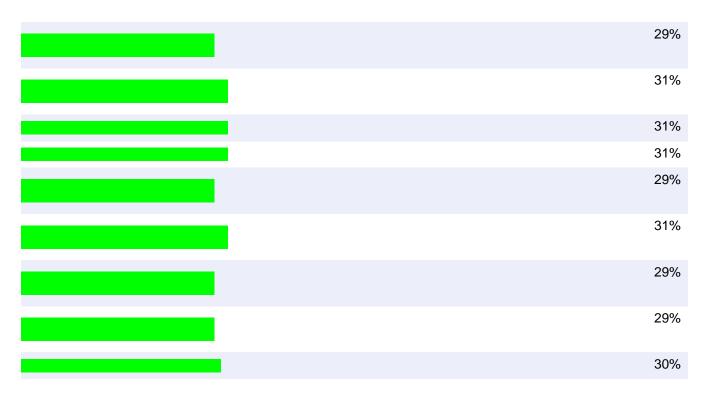




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Based on Survey of Patients' Hospital Experiences (HCAHPS)

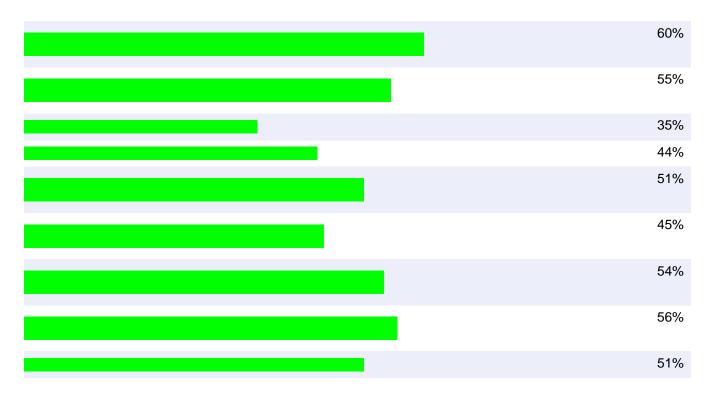




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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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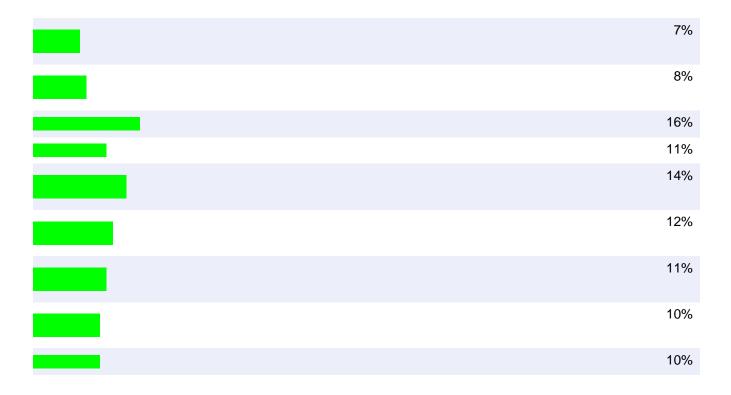


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Based on Survey of Patients' Hospital Experiences (HCAHPS)



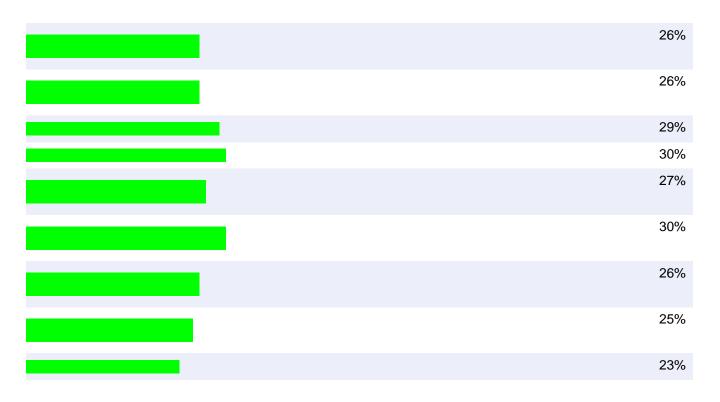
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

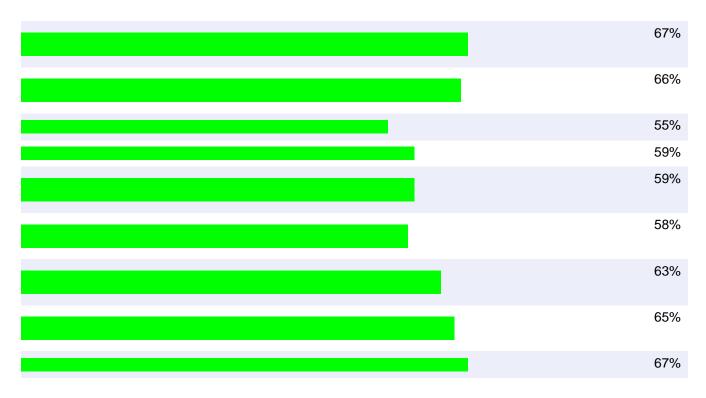




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N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

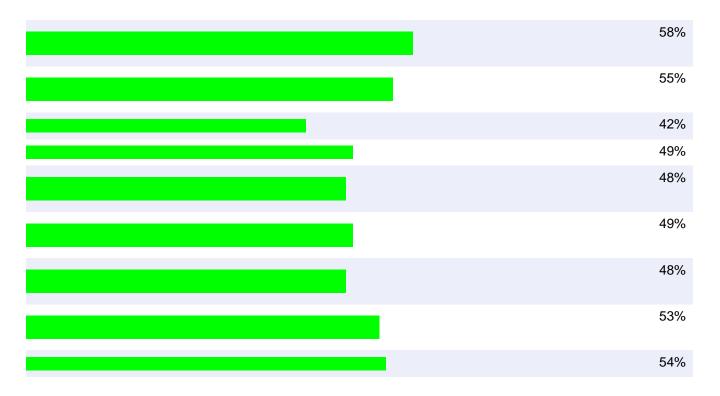


19%
15%
20%
20%
18%
20%
19%
18%
18%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A

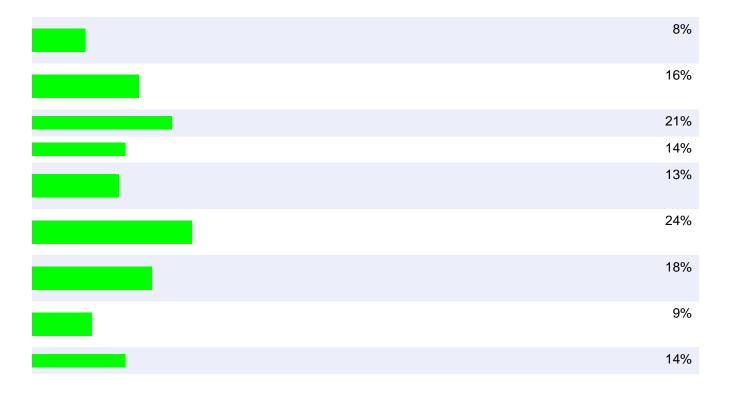


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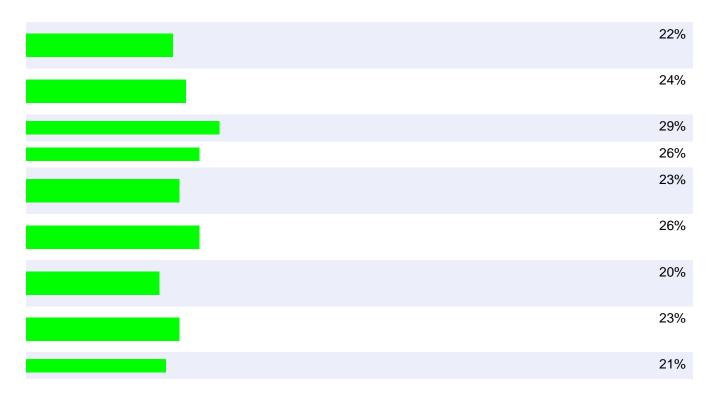
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

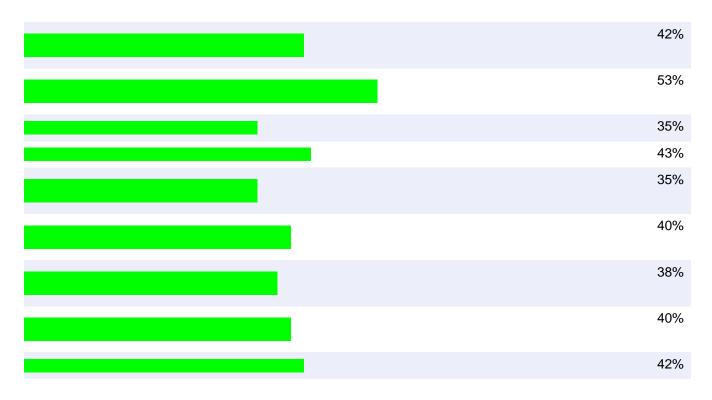
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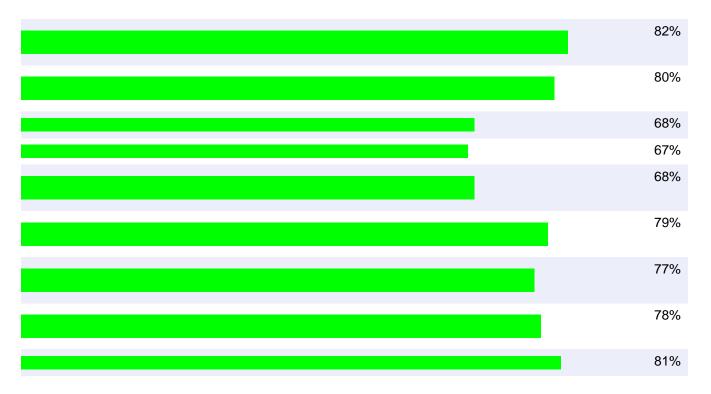
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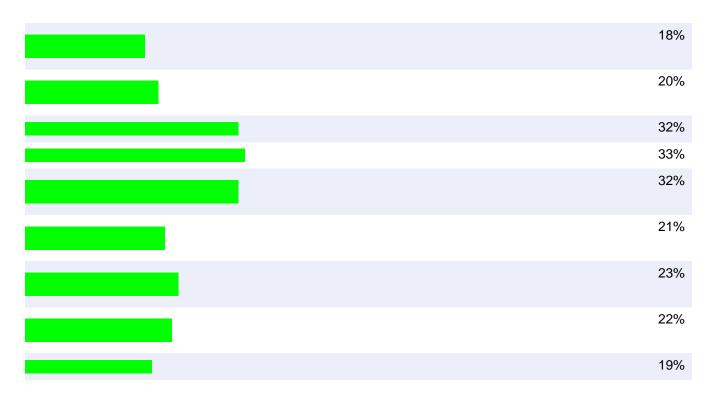
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

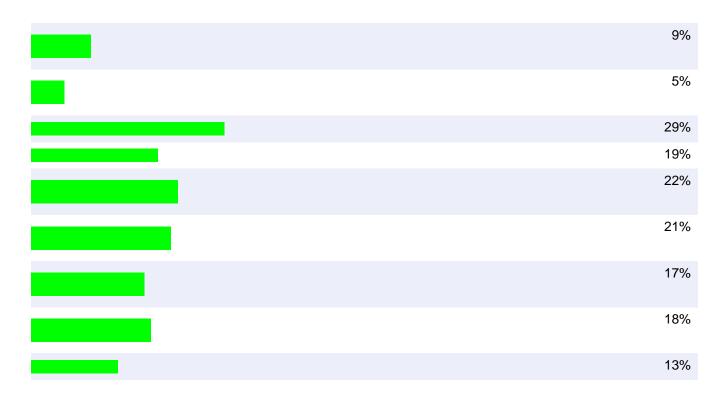




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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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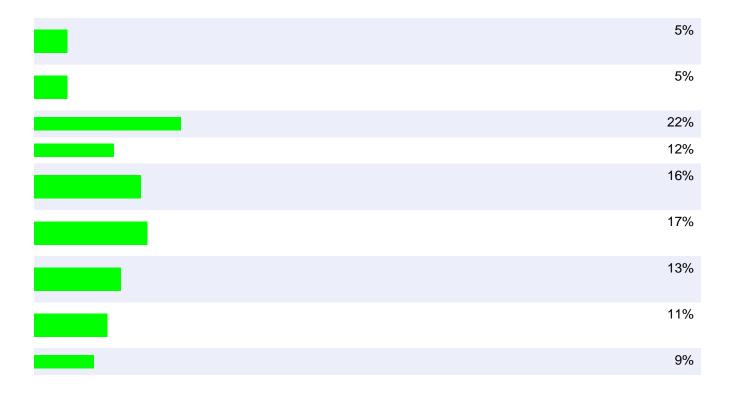


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Based on Survey of Patients' Hospital Experiences (HCAHPS)



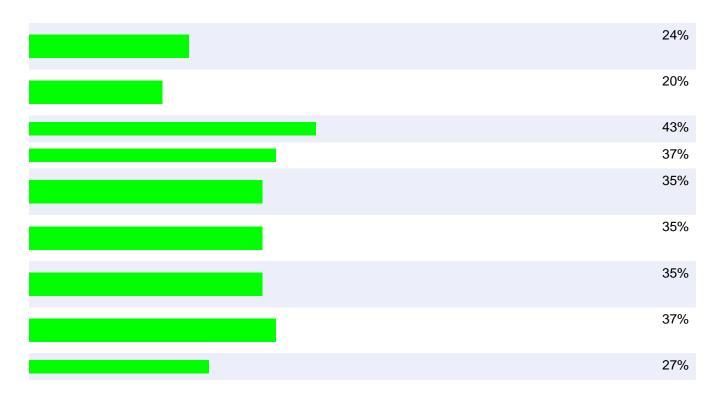
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

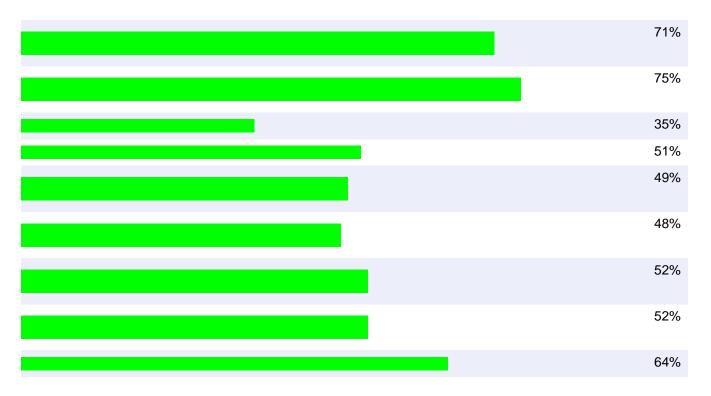




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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A
300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

N/A	Survey results are not available for this reporting period
	31%
	24%
	33%
	35%
	26%
	27%
	26%
	28%
	33%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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